

Figure 1a

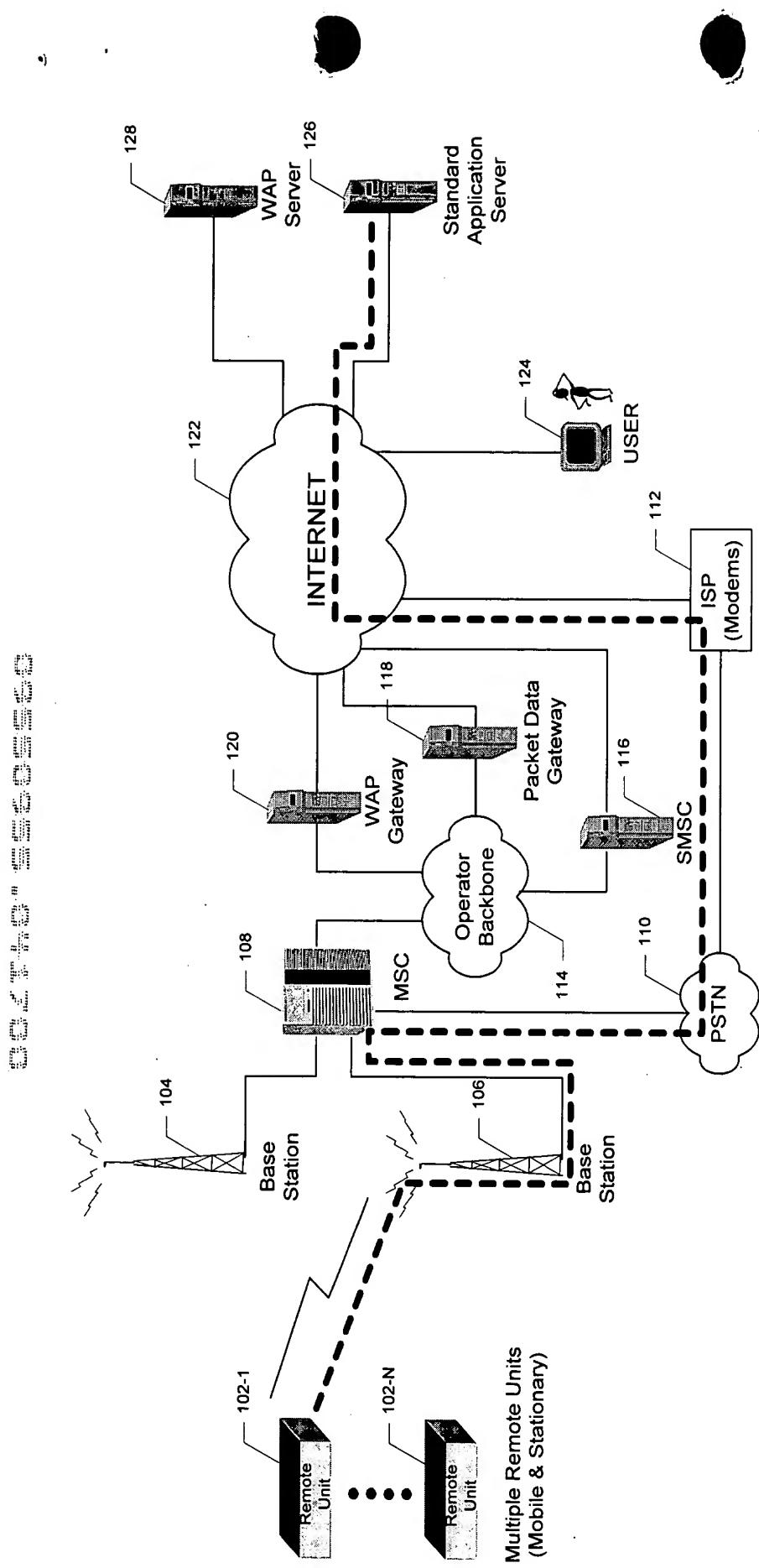


Figure 1b

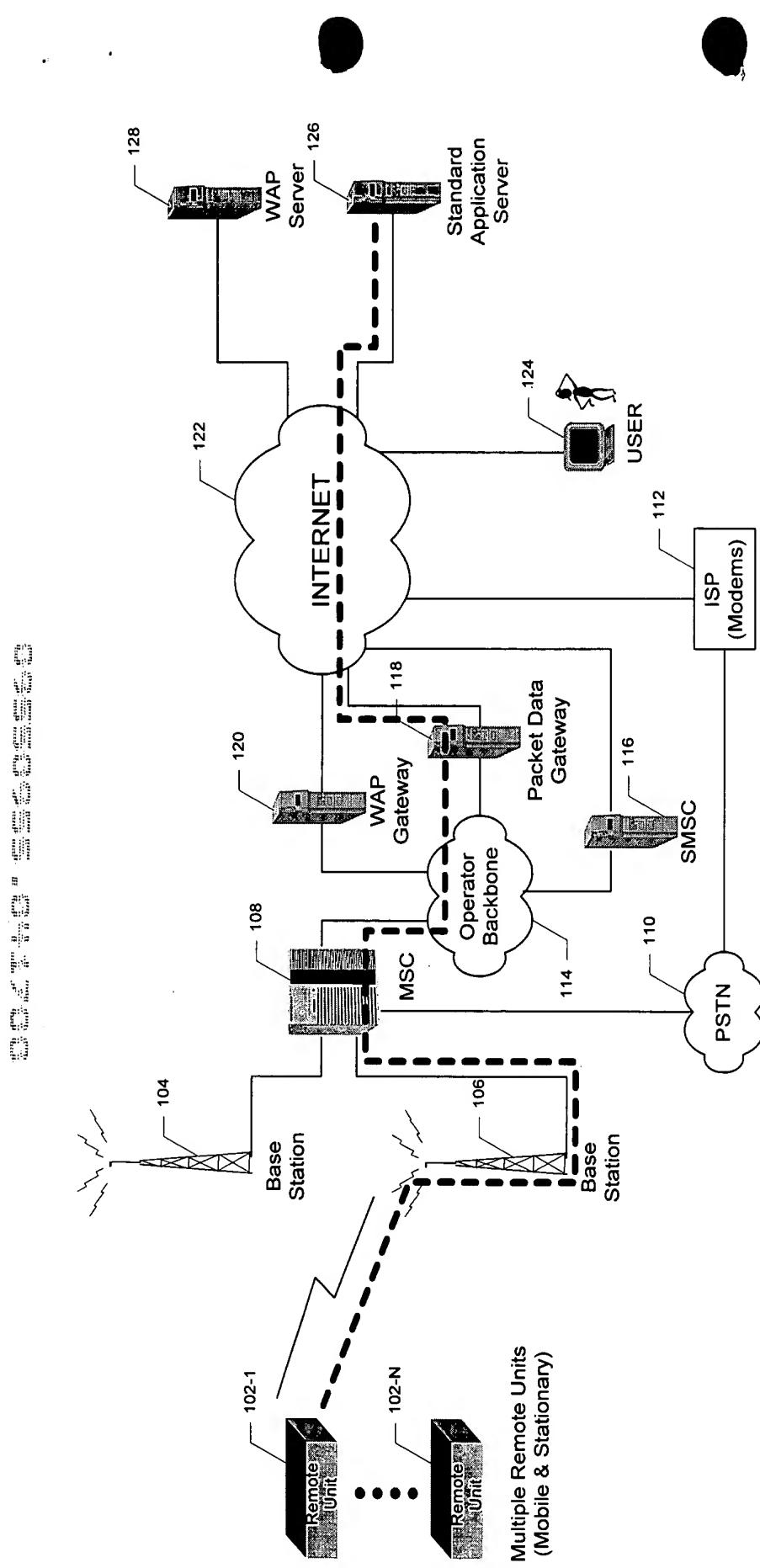


Figure 1c

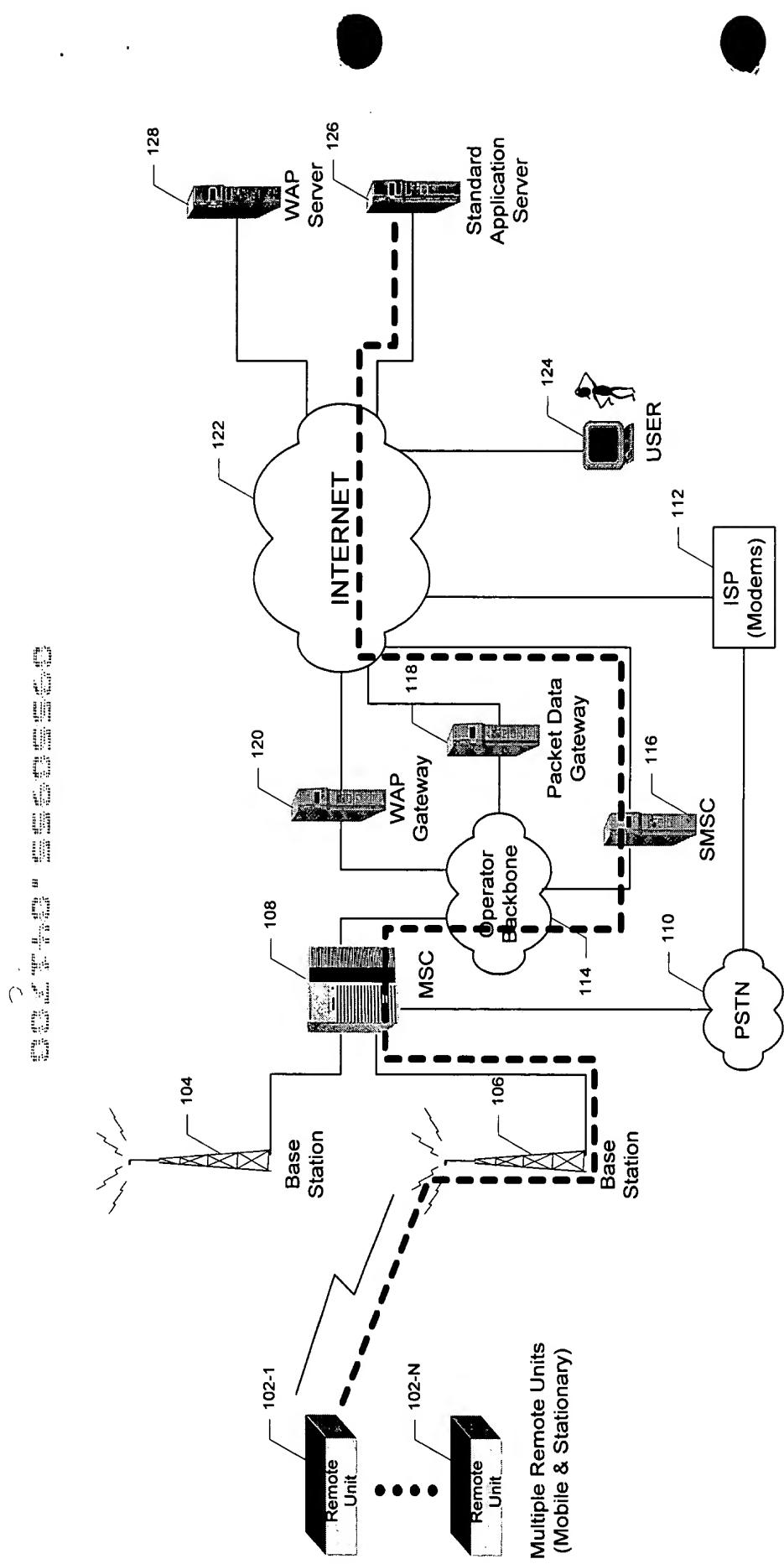


Figure 1d

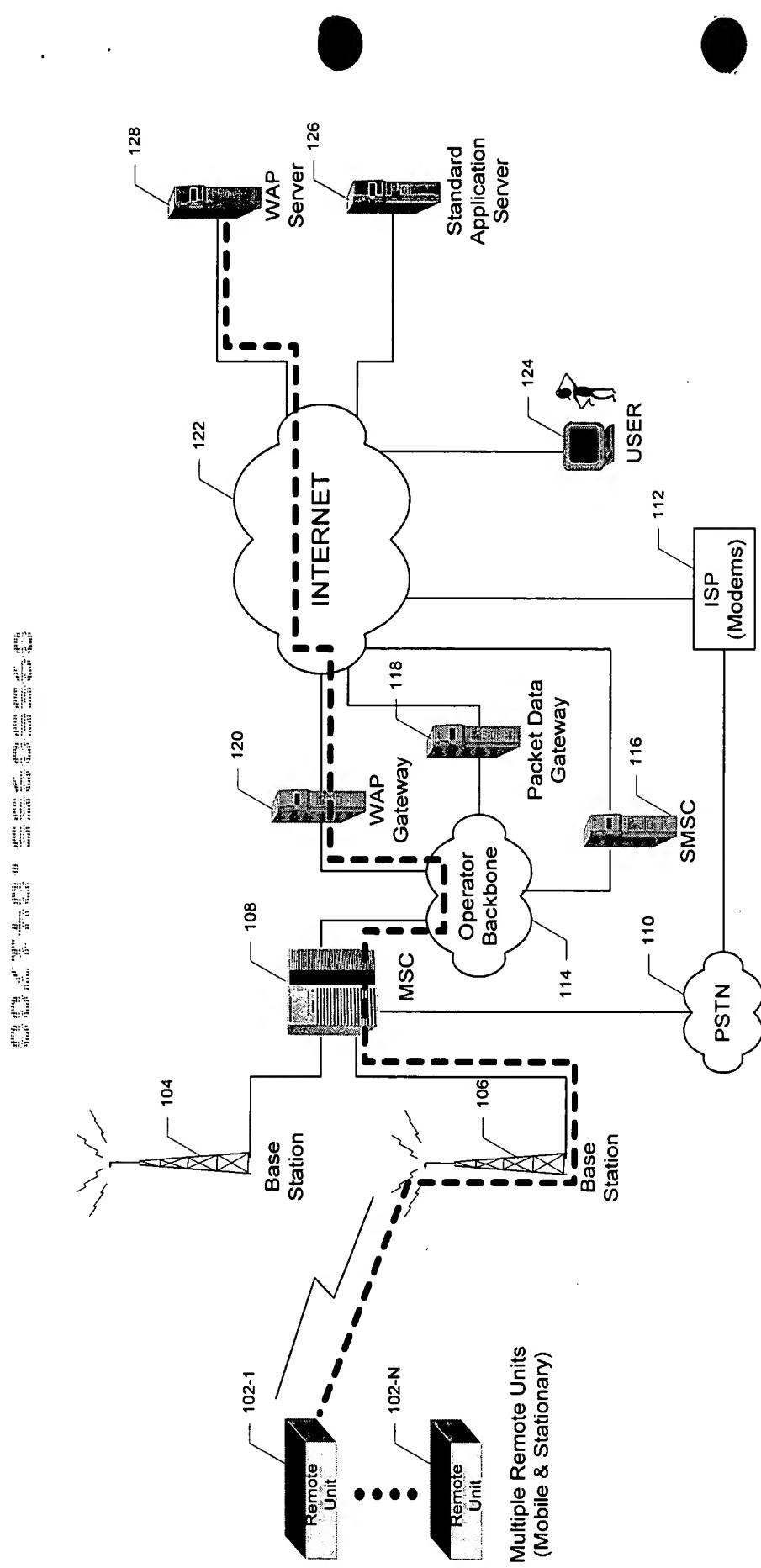


Figure 1e

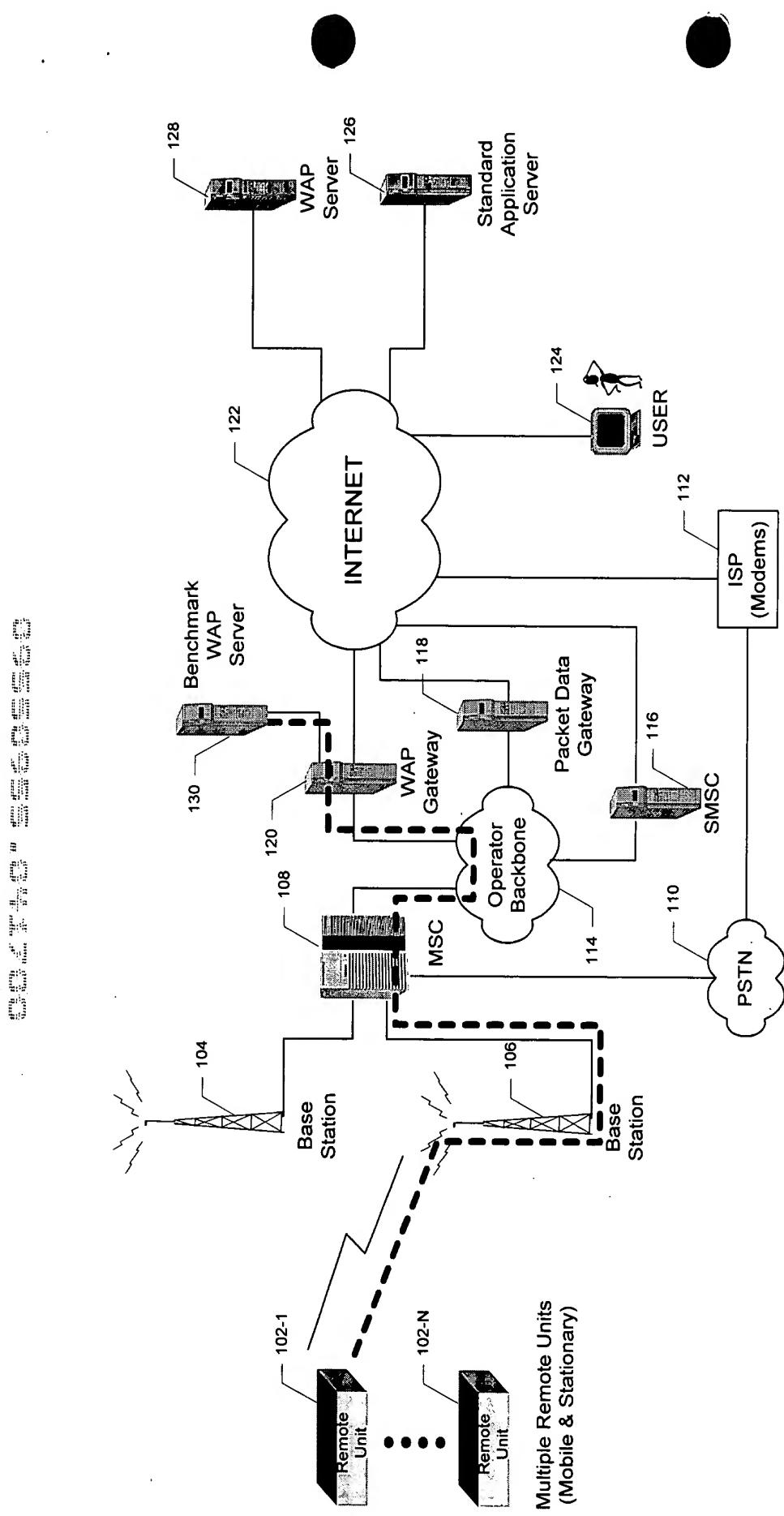


Figure 1f

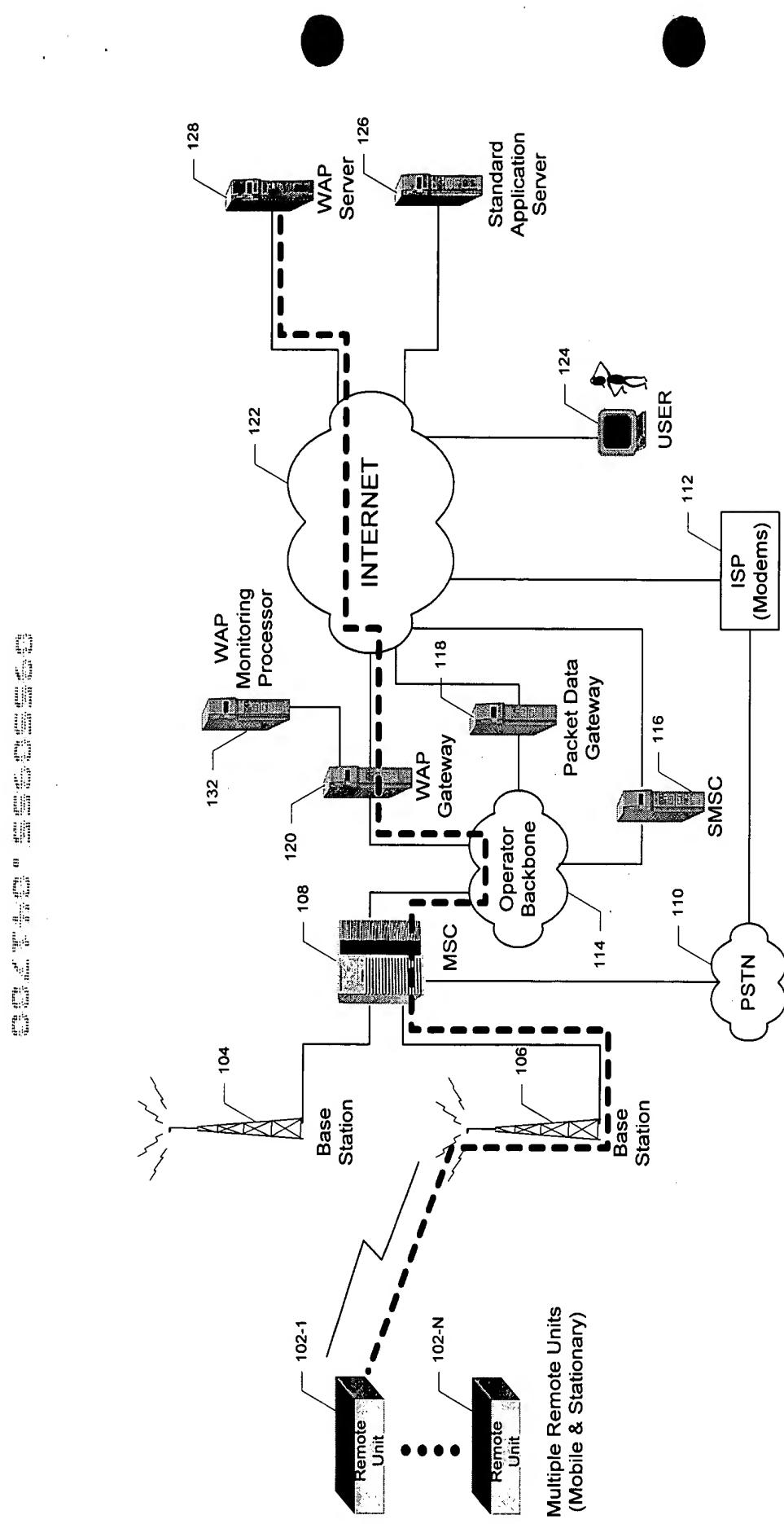


Figure 1g

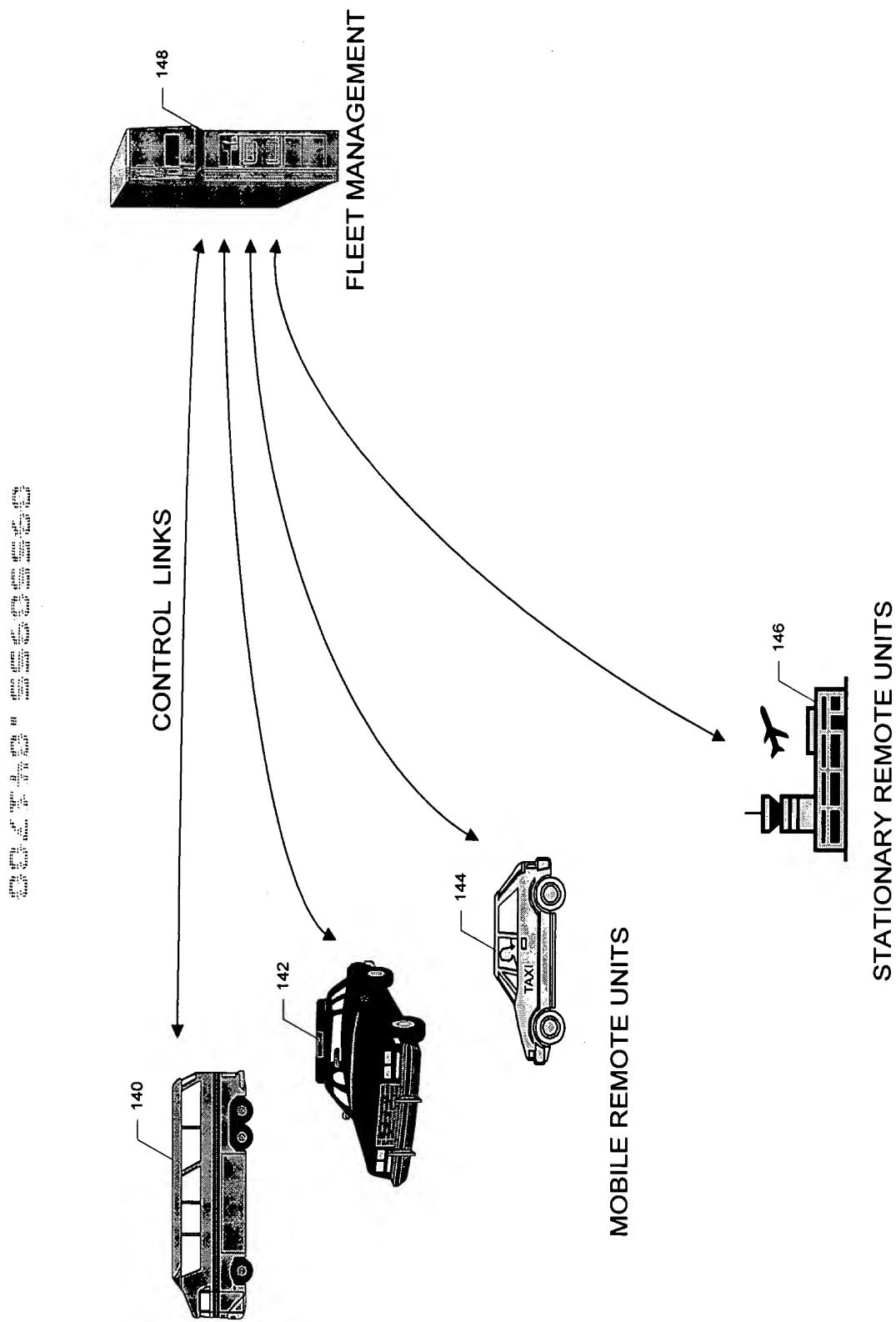


Figure 1h

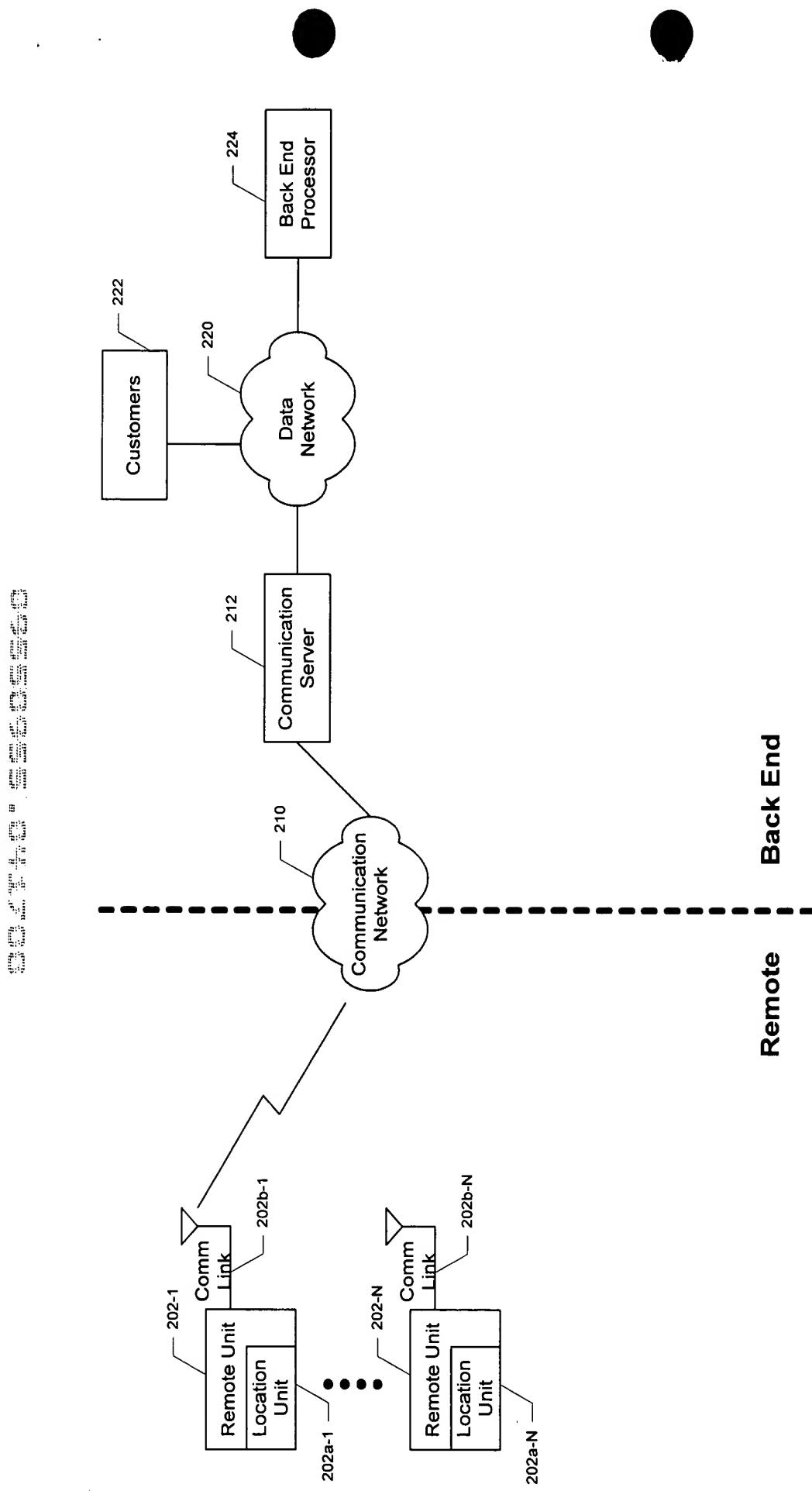


Figure 2a

Remote **Back End**

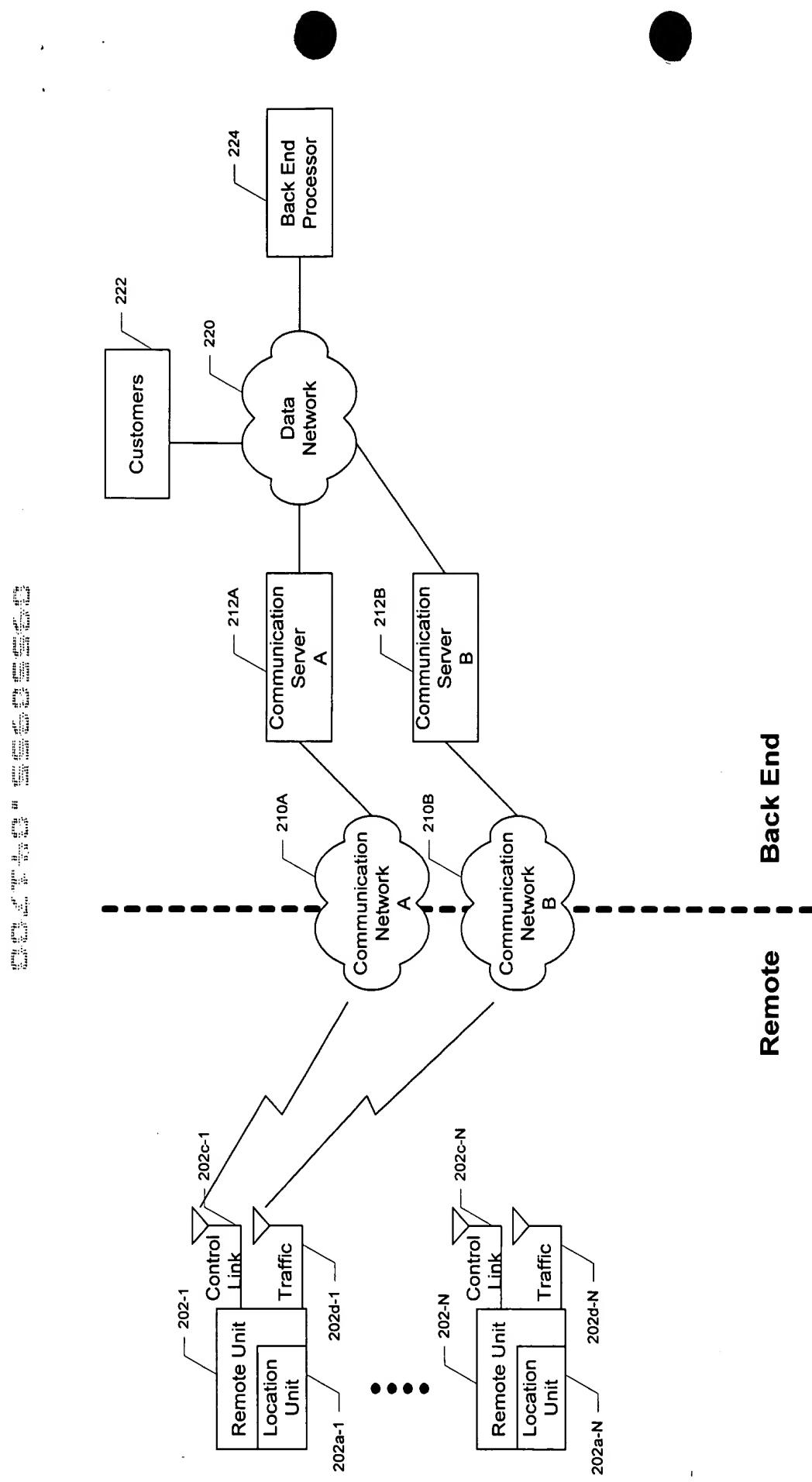


Figure 2b

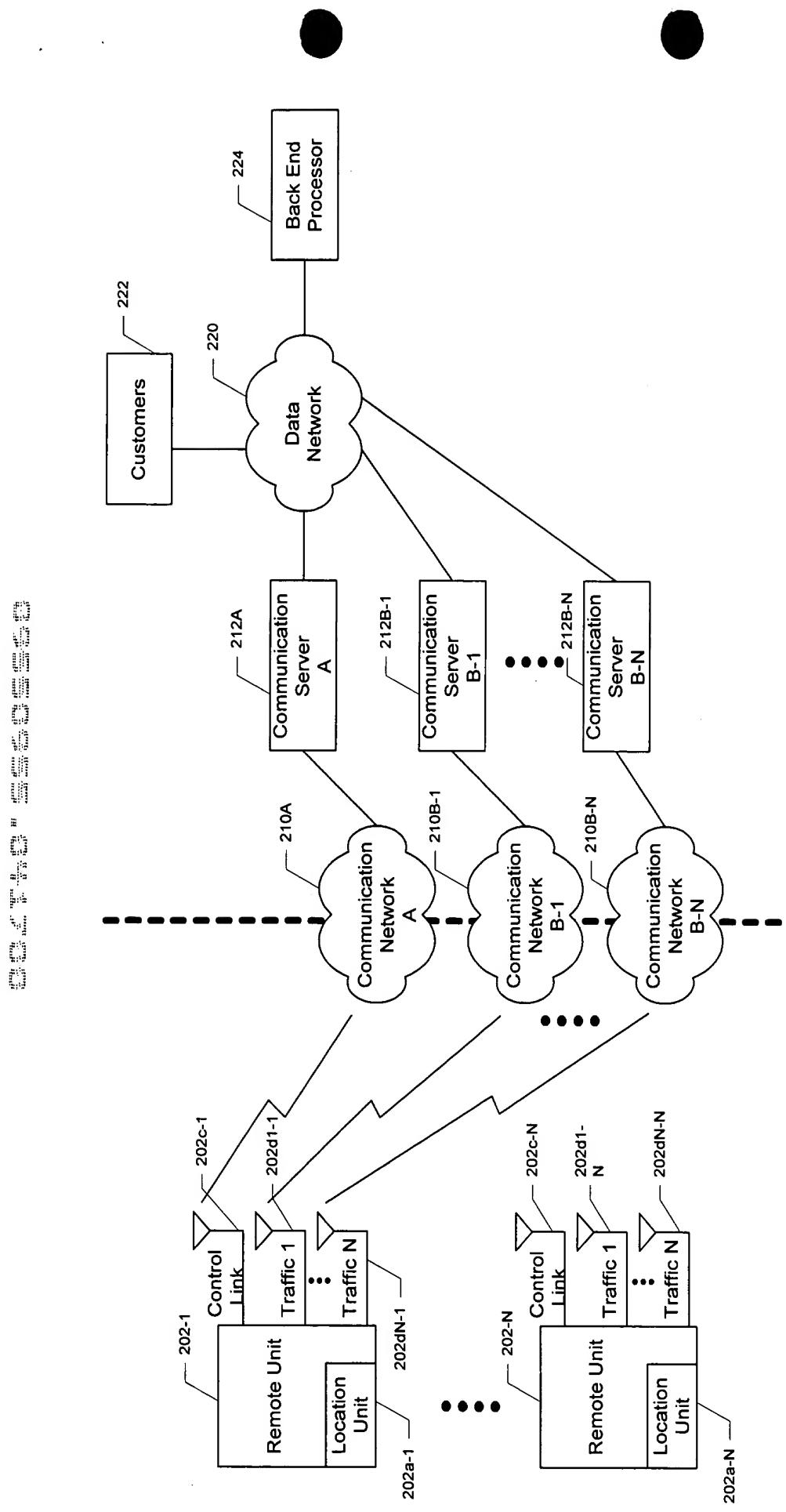


Figure 2c

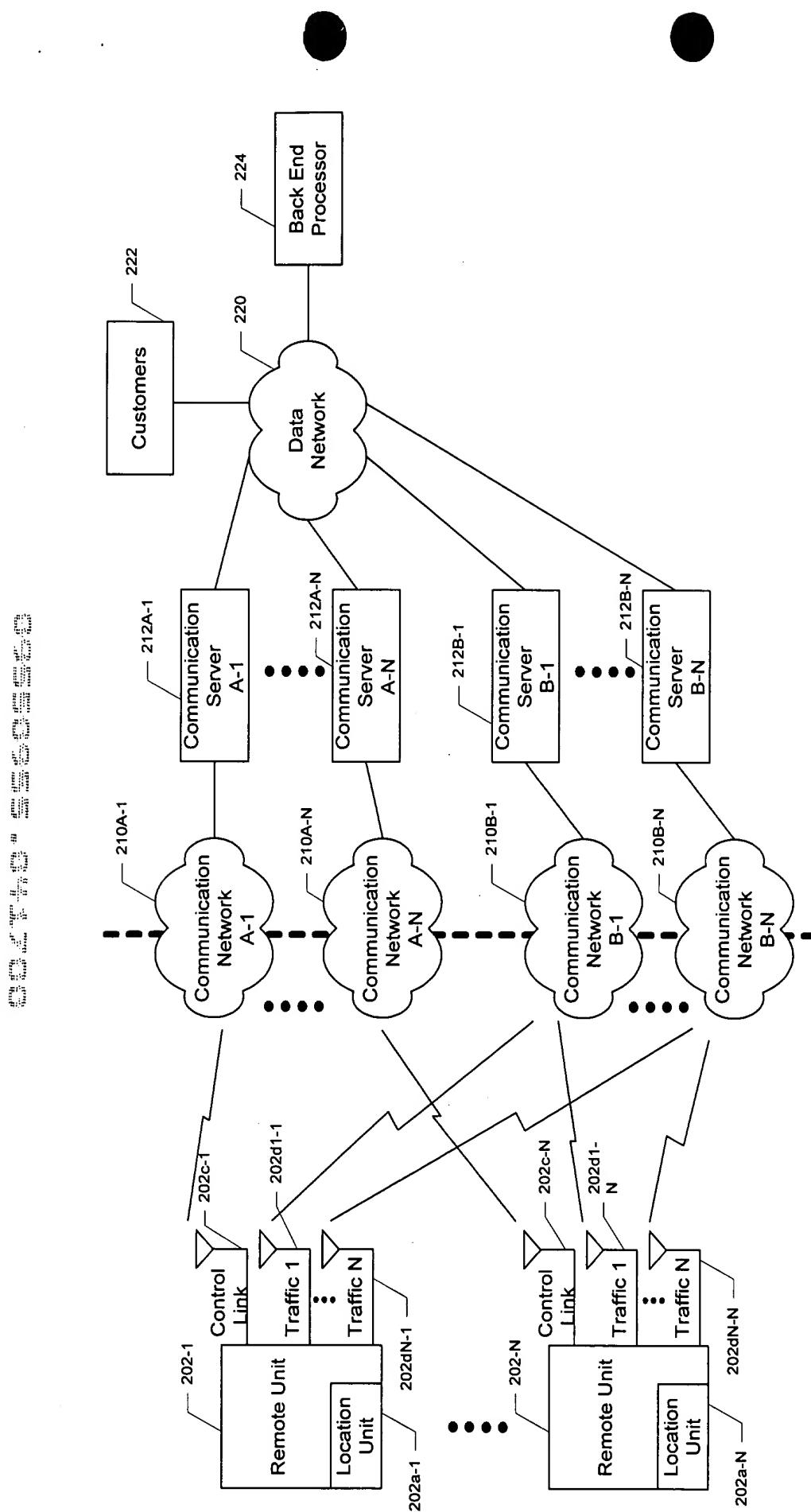


Figure 2d

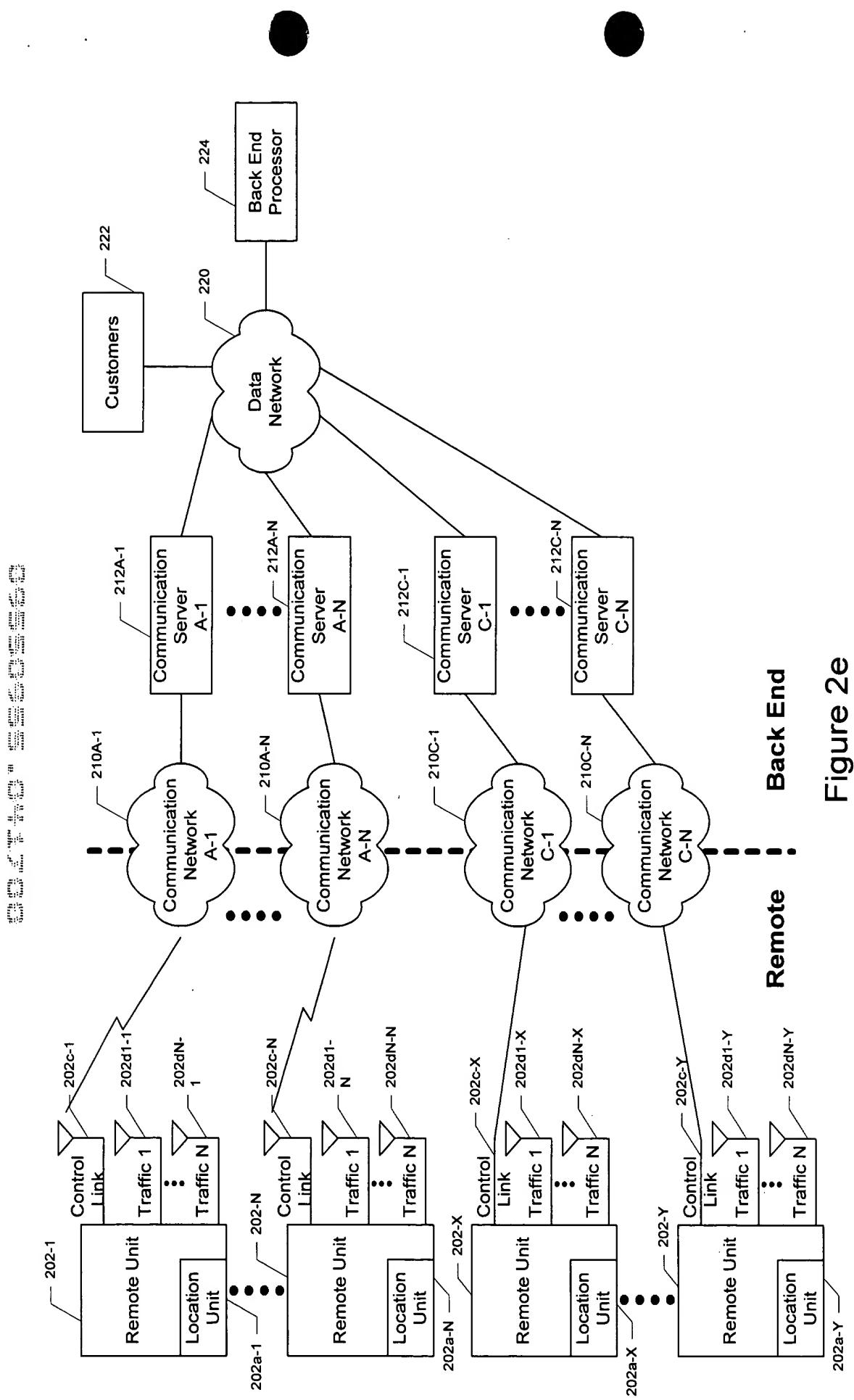


Figure 2e

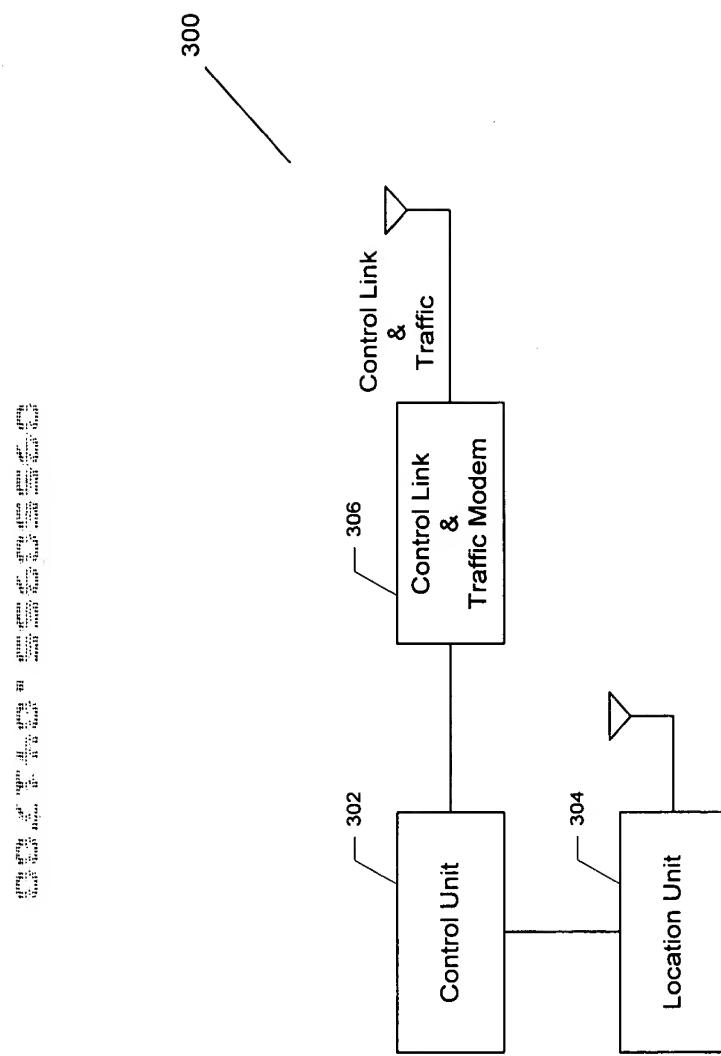


Figure 3a

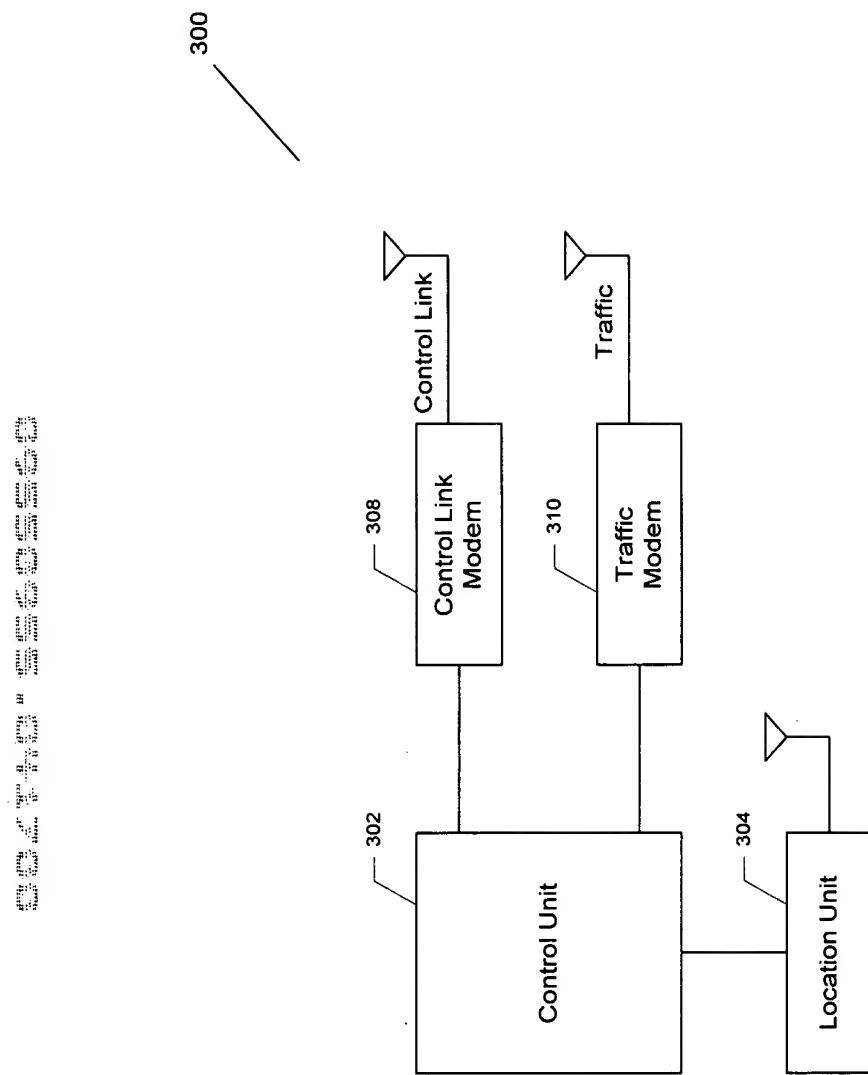


Figure 3b

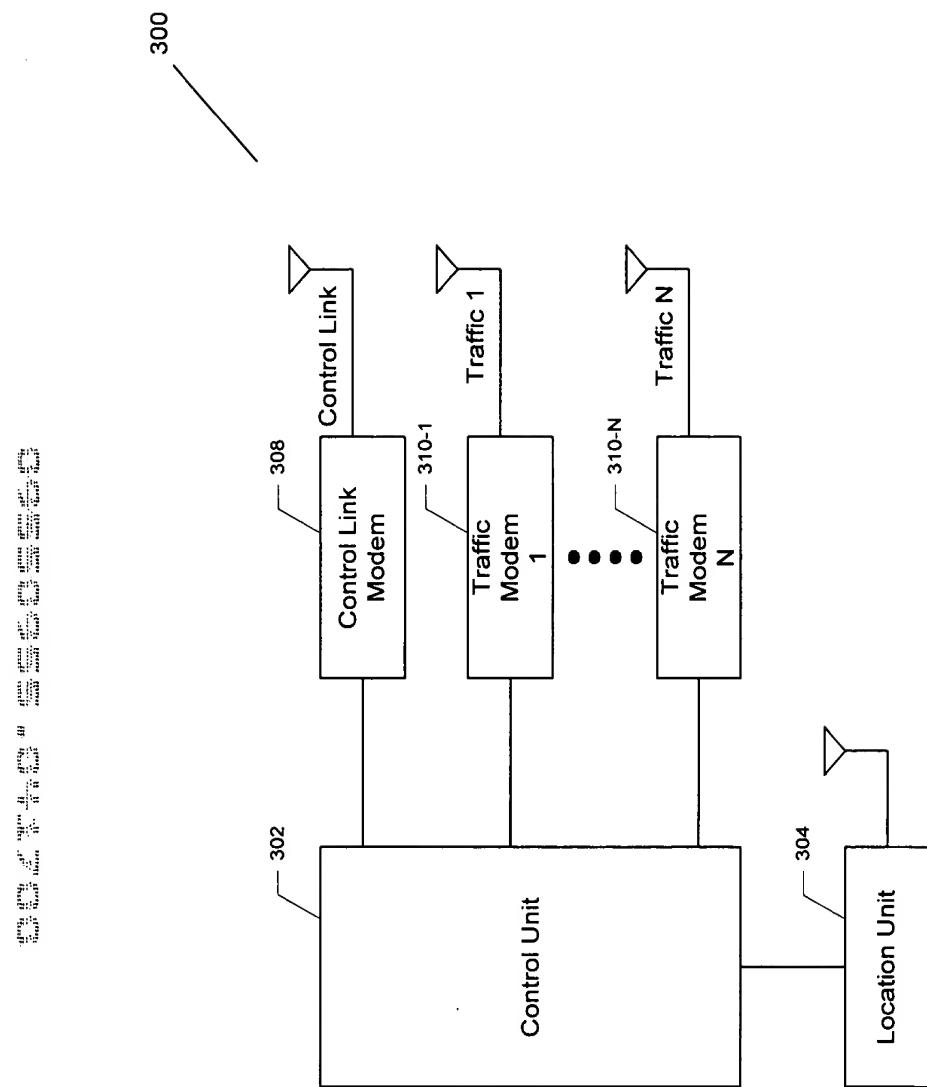


Figure 3c

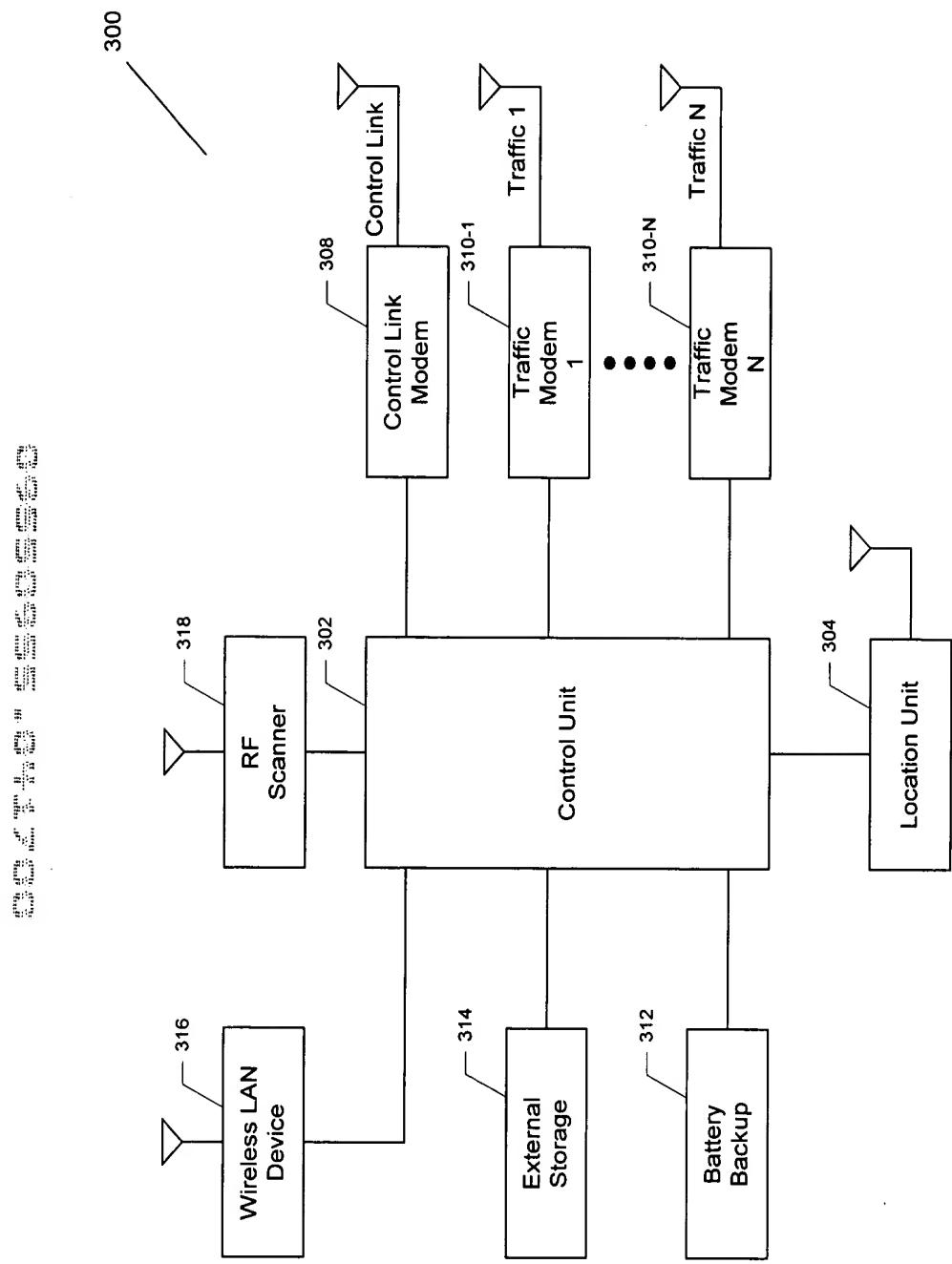


Figure 3d

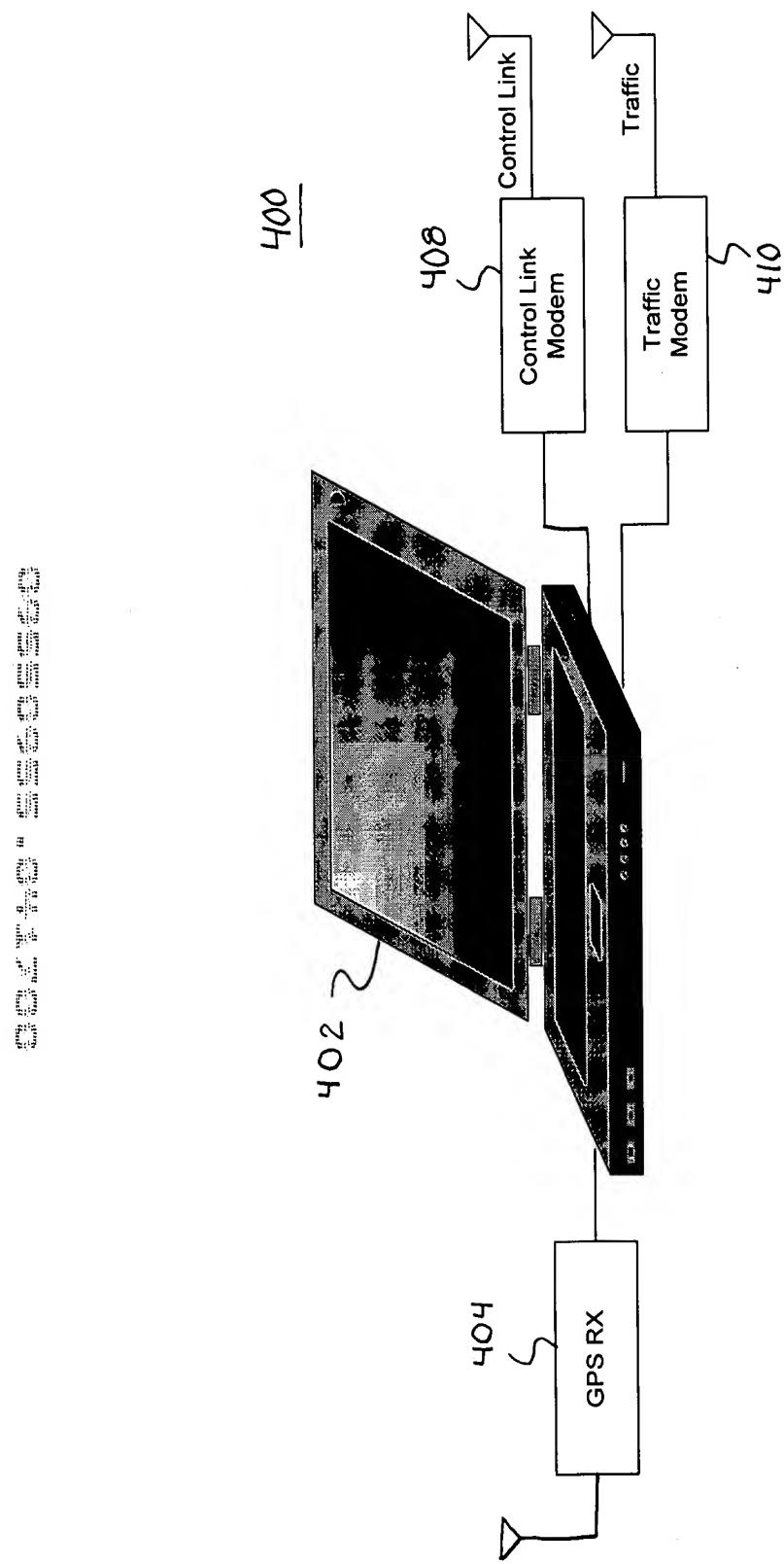


Figure 4a

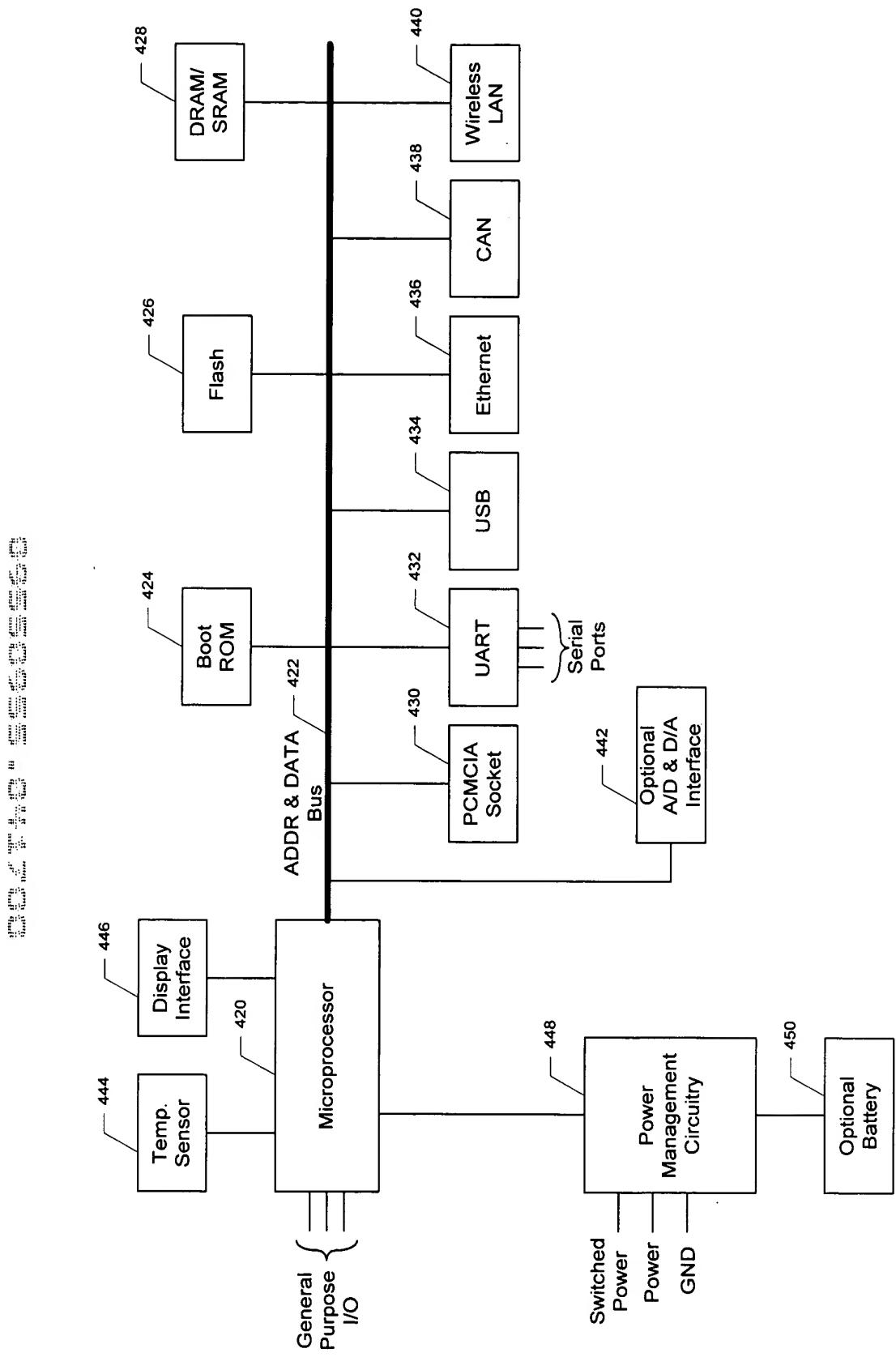


Figure 4b

460
462
464
466-1
466-N
468
470

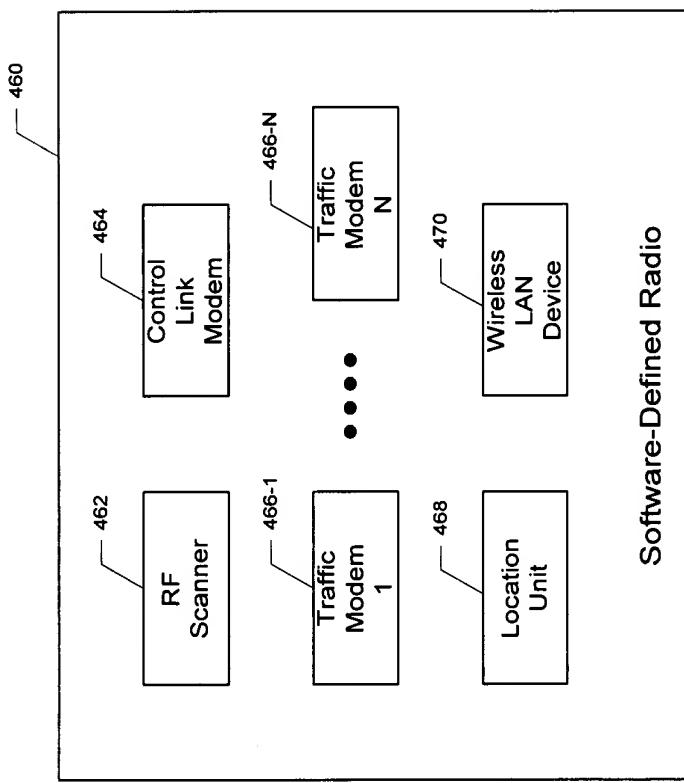


Figure 4c

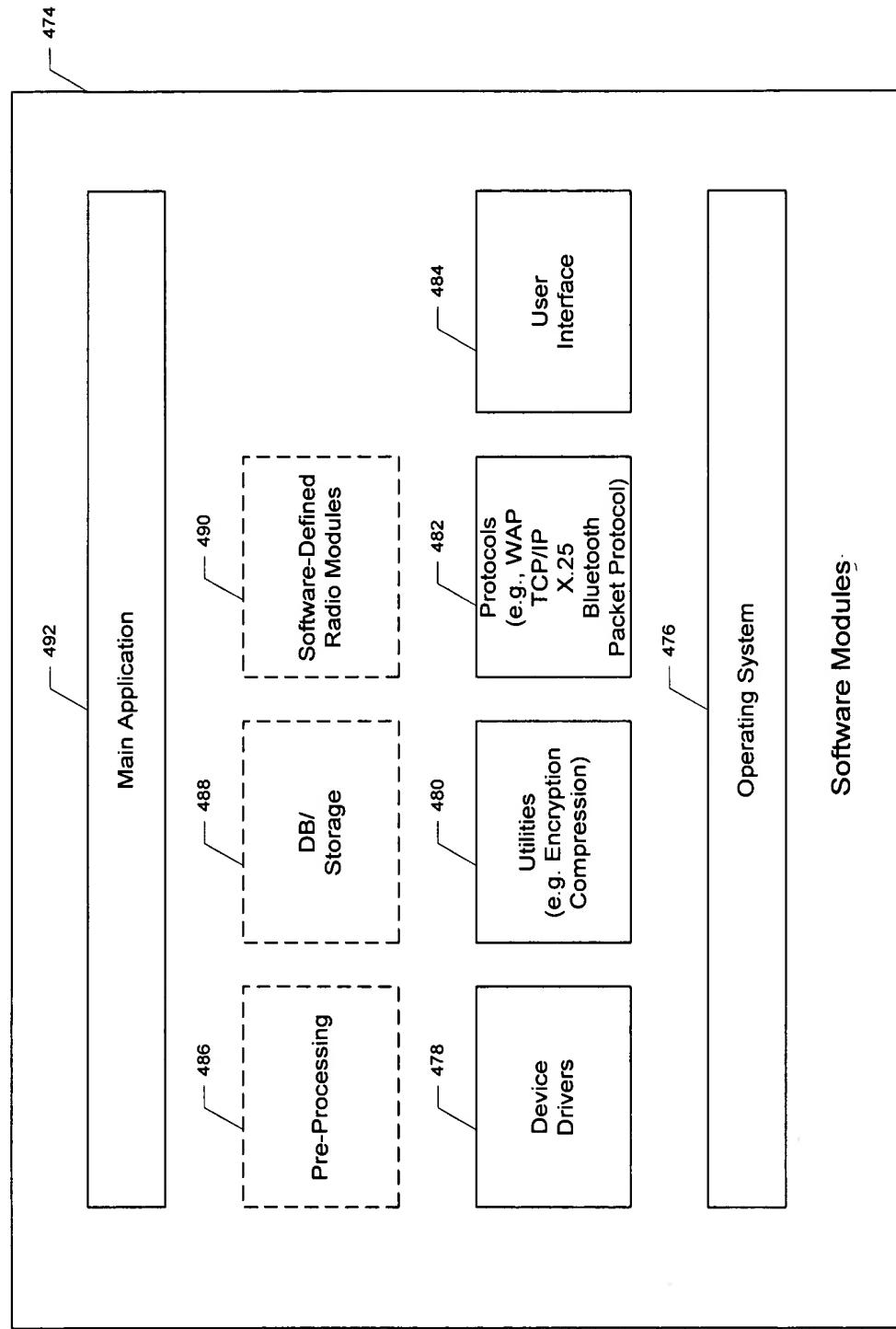


Figure 4d

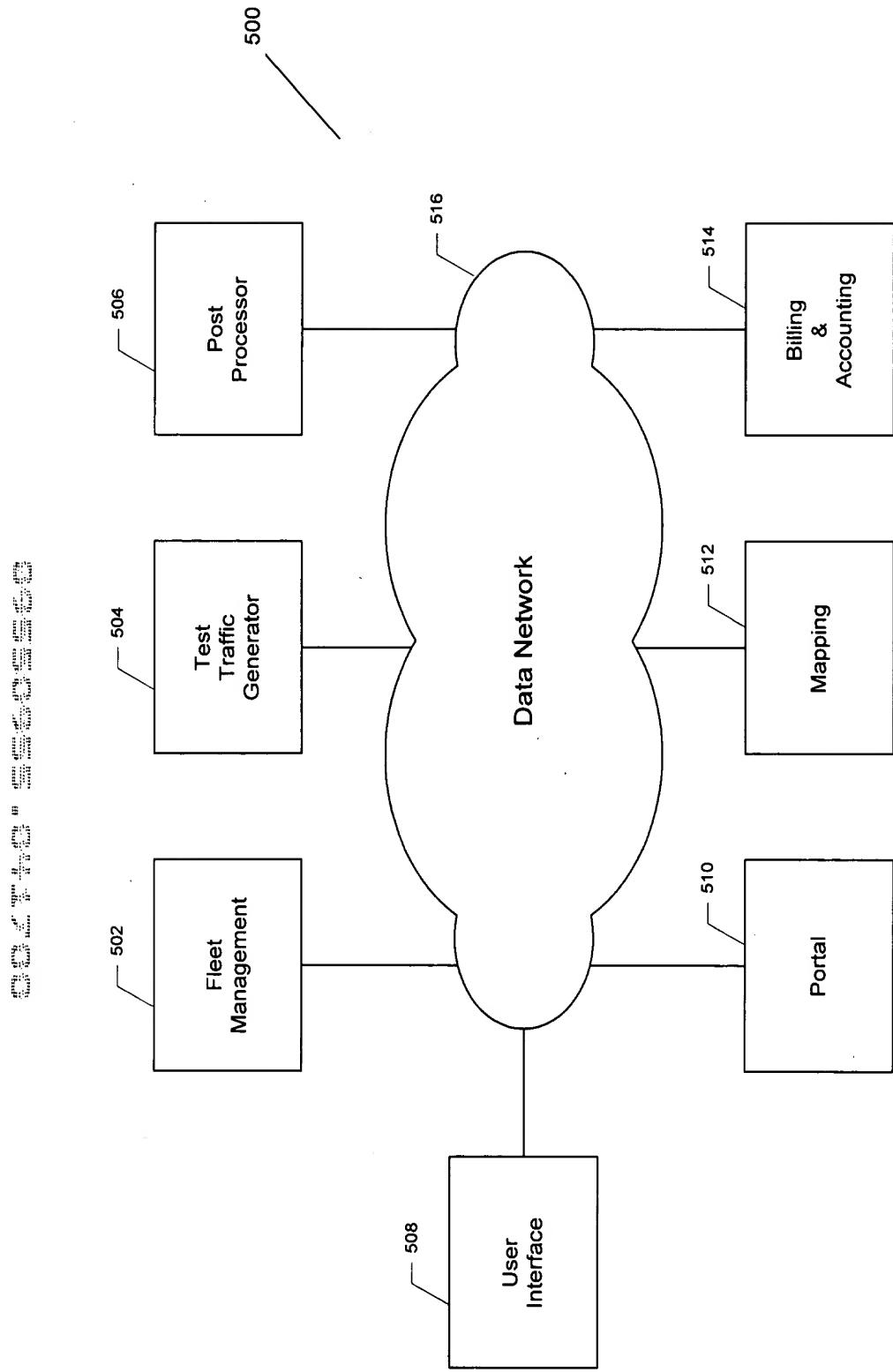


Figure 5a

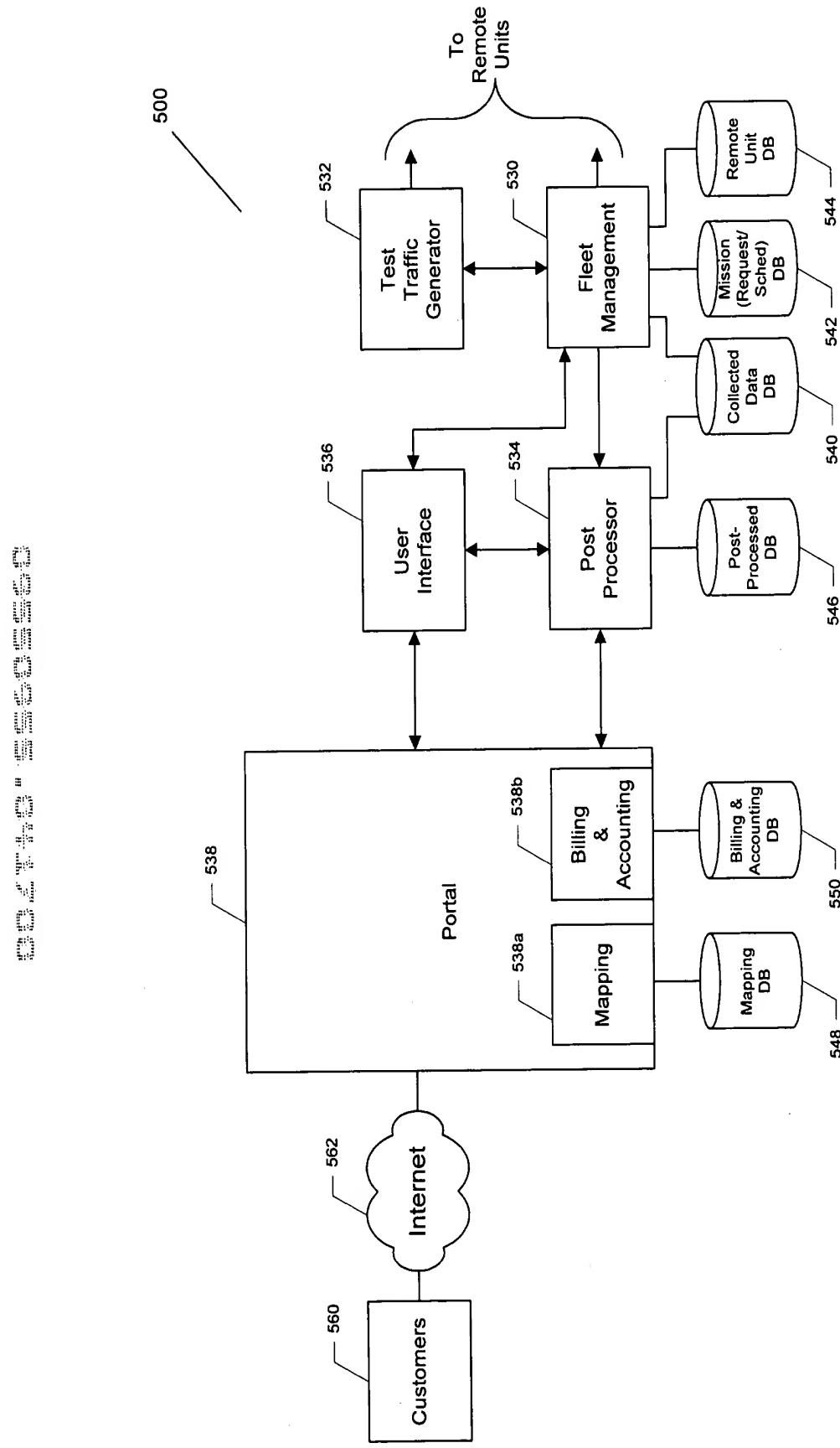


Figure 5b

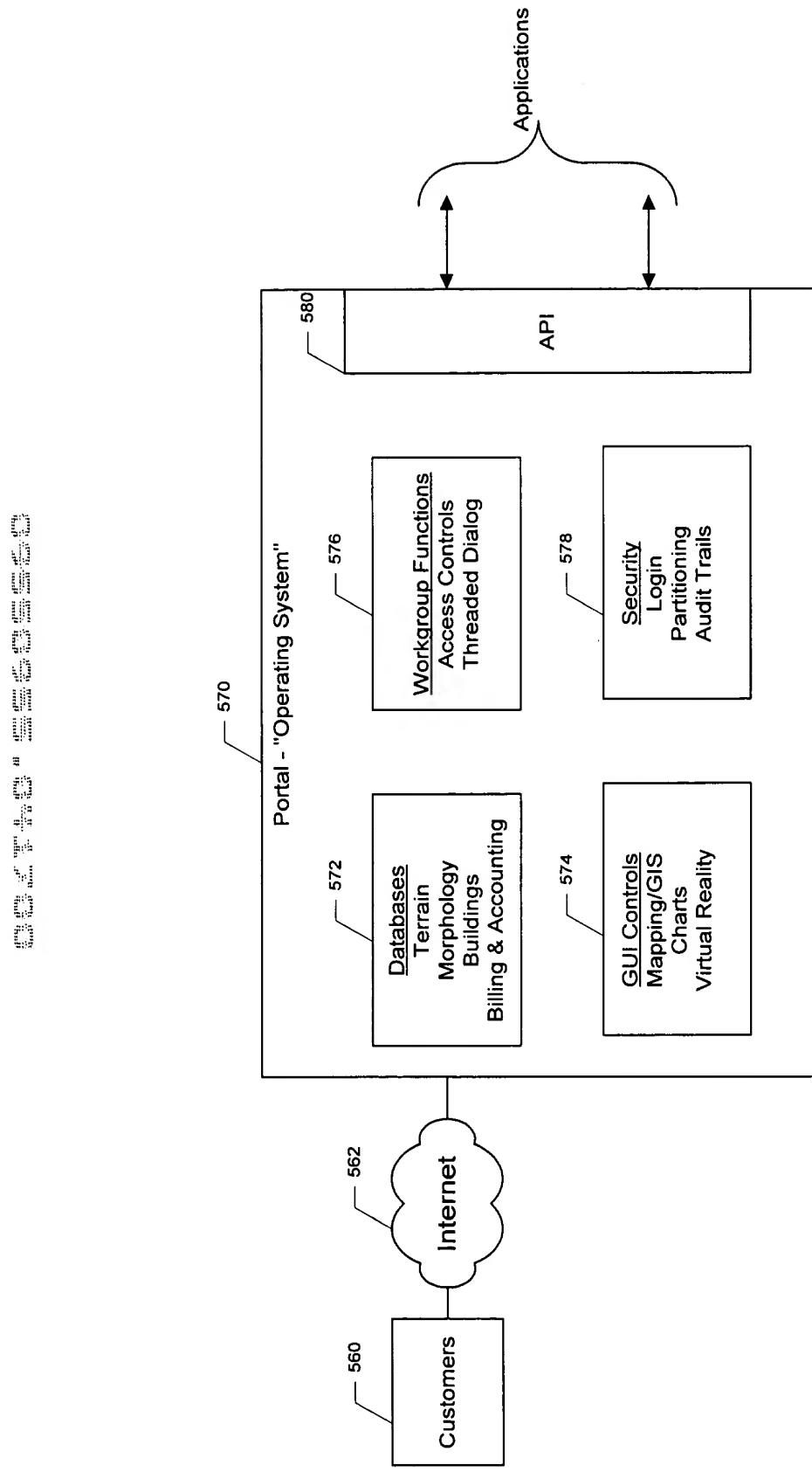


Figure 5c

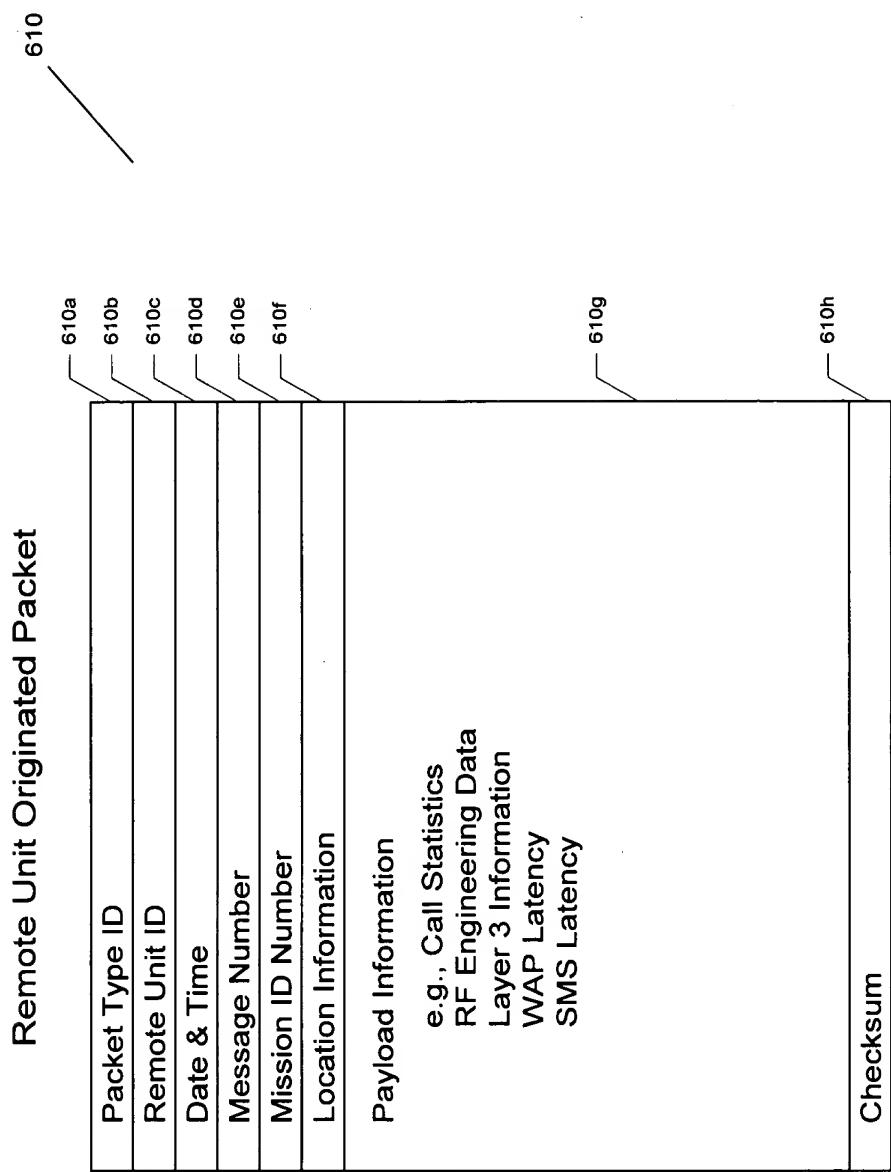


Figure 6a

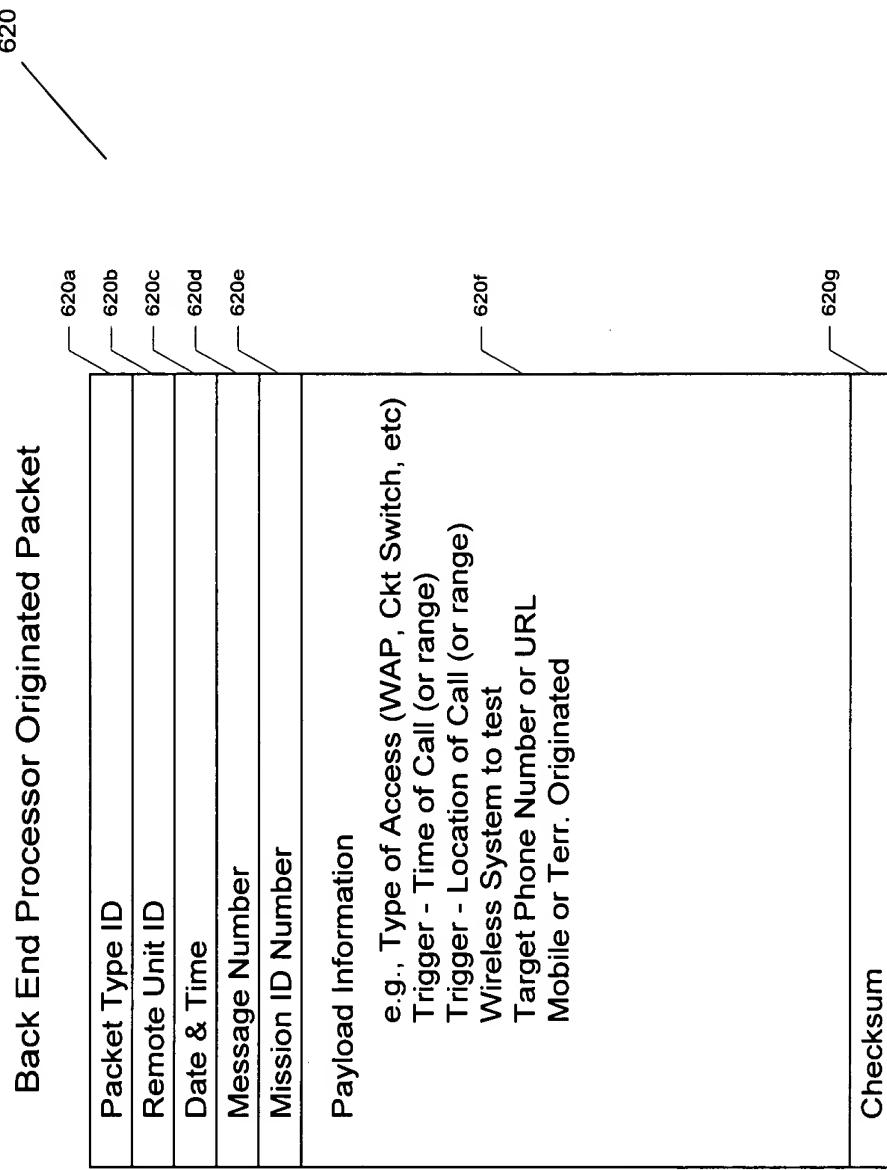


Figure 6b

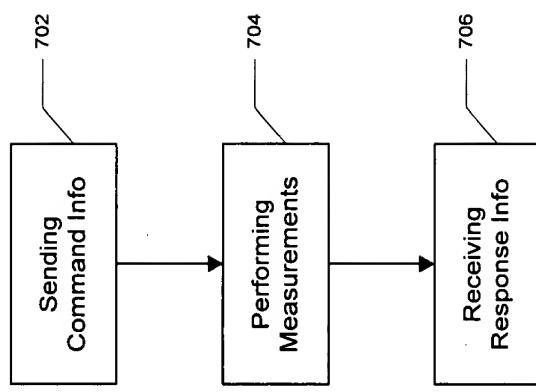


Figure 7a

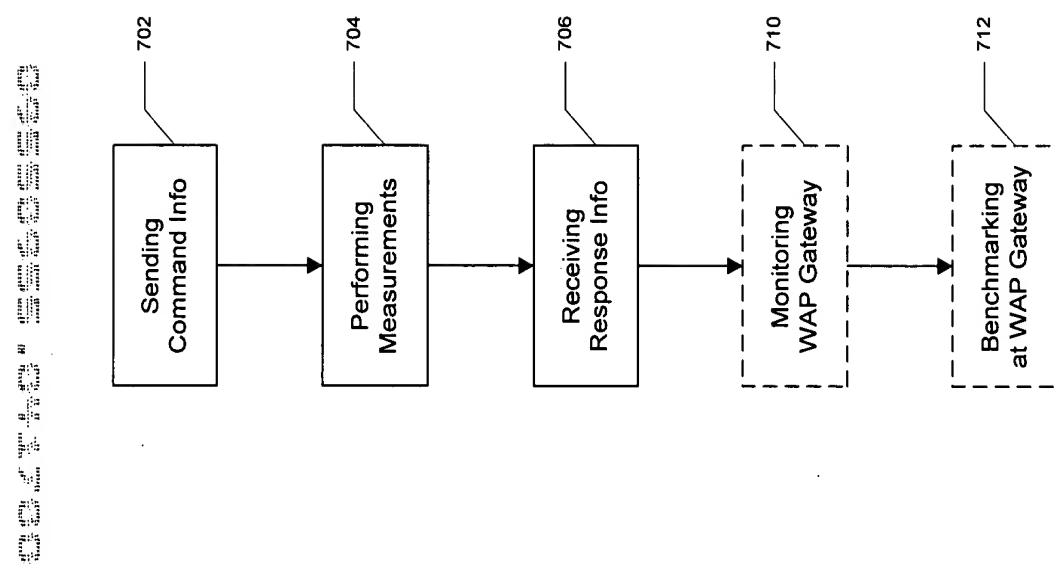


Figure 7b

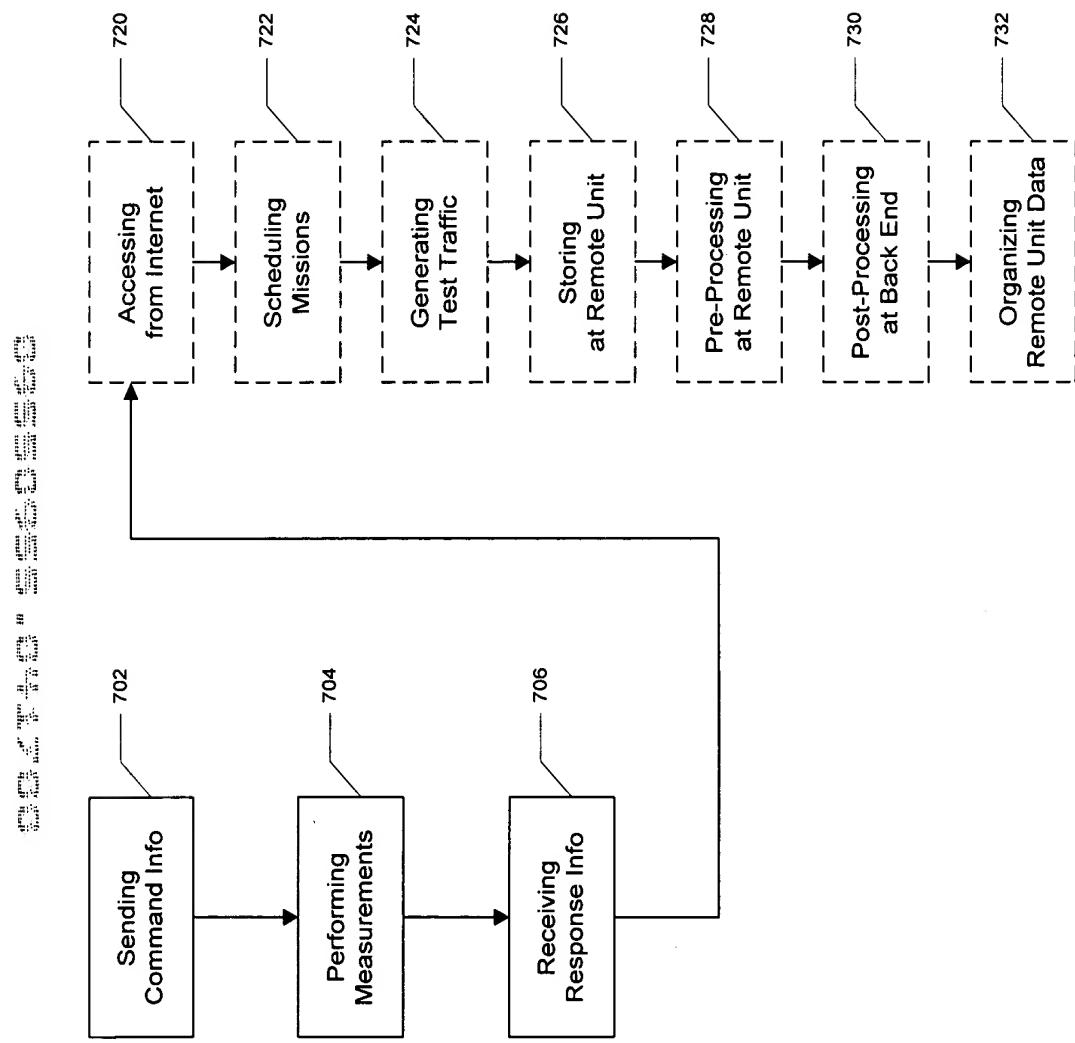
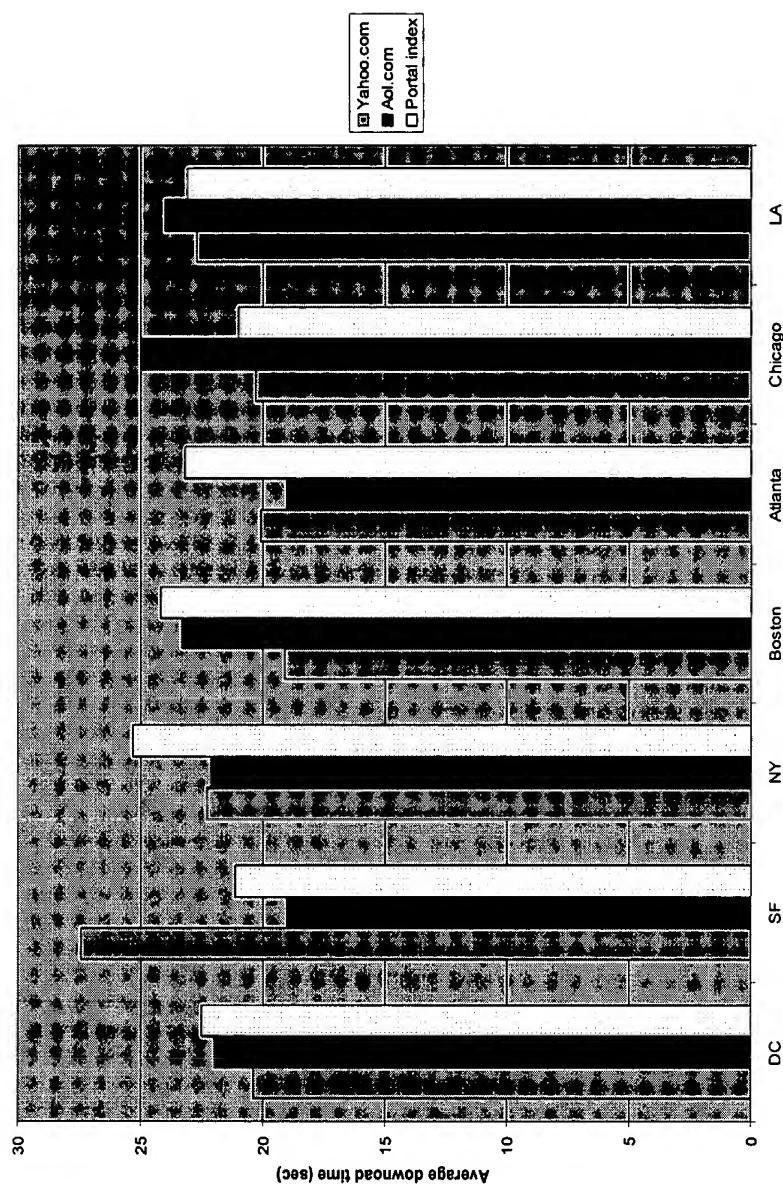


Figure 7c



Service: Compare Portals
Report: Download time
By: city
By: All carriers
Frequency: 15 minutes
Time: 6 am - 12 pm
Period: 03/01/00 - 03/07/00
Benchmark: portal index
AOL.com

Figure 8a

820

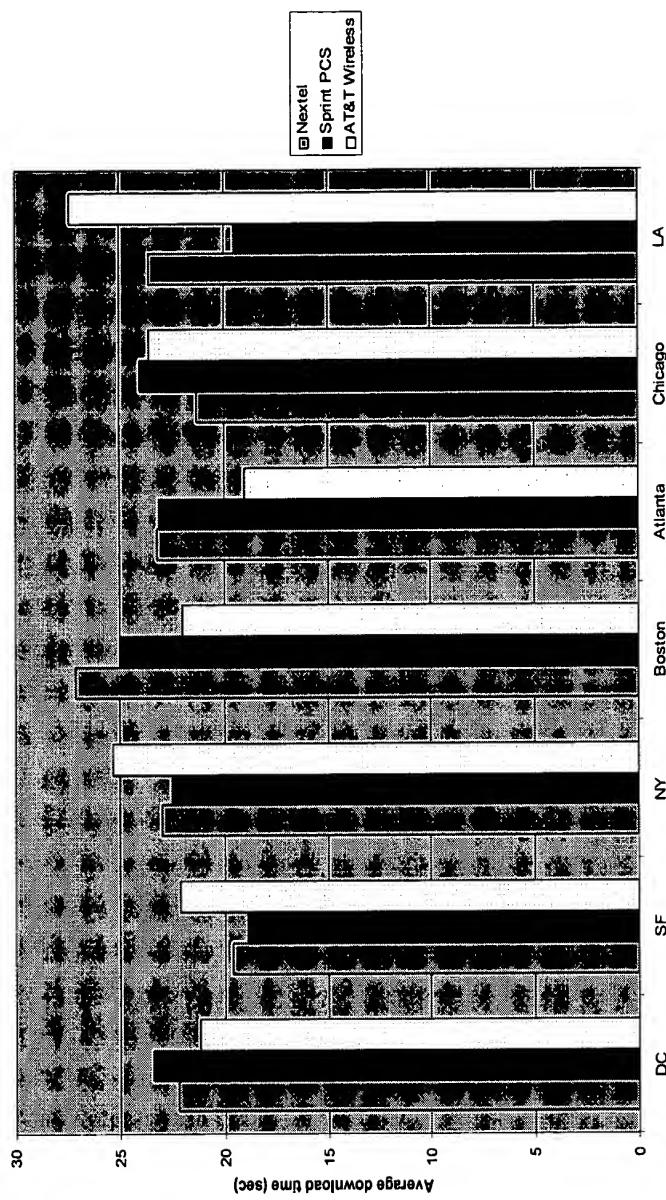
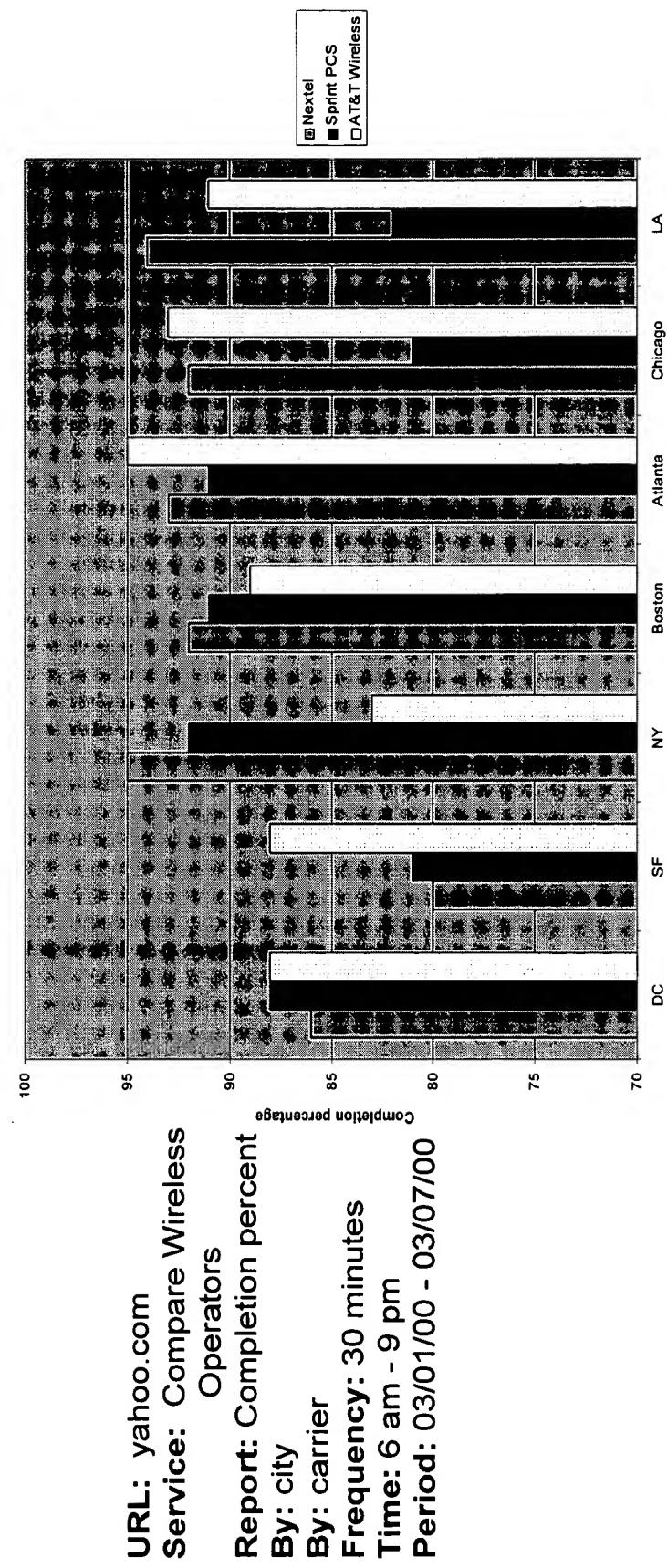
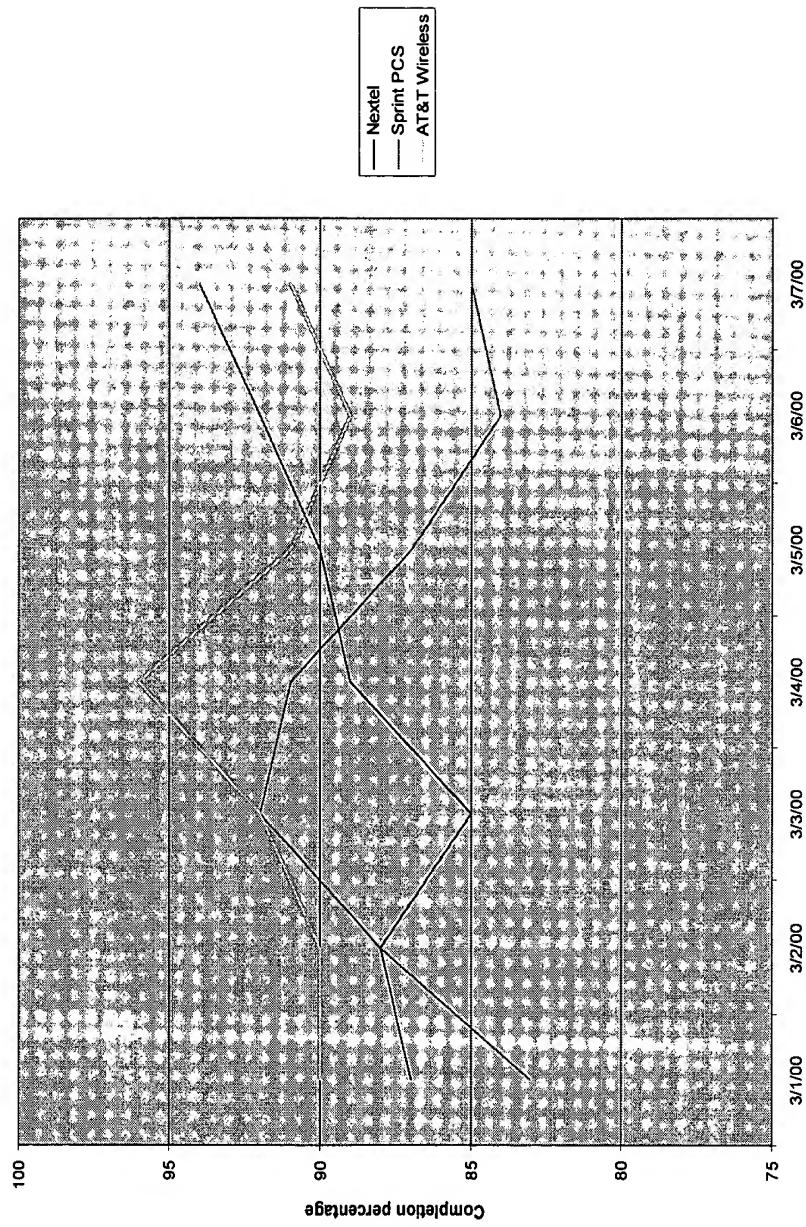


Figure 8b

Figure 8c



840



URL: yahoo.com
Service: Trend Wireless
Operators
Report: Completion percent
By: city
By: carrier
Frequency: 15 minutes
Time: 6 am - 9 pm
Period: 03/01/00 - 03/07/00

Figure 8d

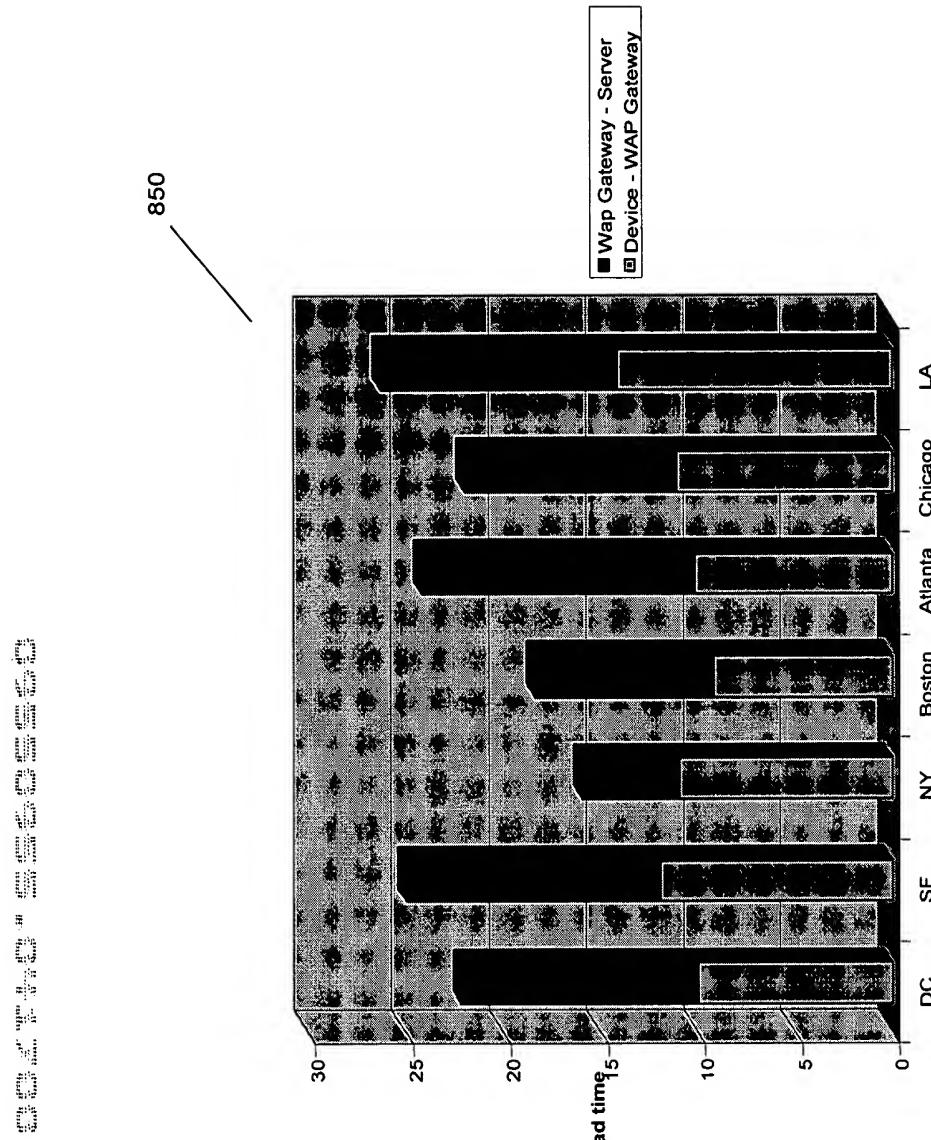


Figure 8e

URL: yahoo.com
Service: Error Stats
Report: Error report
By: all cities
Carrier: all carriers
Frequency: 60 minutes
Time: 12 pm - 12 pm
Period: 03/01/00 - 03/07/00

860

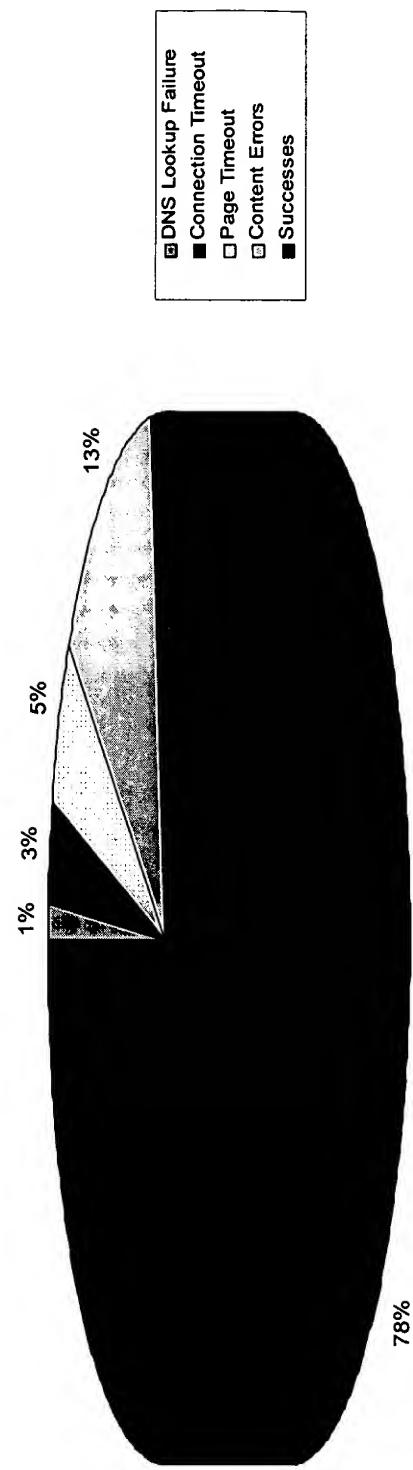


Figure 8f